Vision Solutions® Portal

Version 2.0
Vision Solutions Portal (VSP) User's Guide

VISION SOLUTIONS

Notices

Vision Solutions Portal (VSP) User's Guide
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Who this book is for

The *Vision Solutions Portal (VSP) User's Guide* describes how to download and install Vision Solutions Portal (VSP) and configure the portal server in order to use available portal applications for Vision Solutions® products.

What is in this book

The *Vision Solutions Portal (VSP) User's Guide* provides the following:

- Identifies the available ways to obtain and install the Vision Solutions Portal server and product portal applications
- Identifies supported hardware platforms
- Includes procedures for starting and ending the server, as well as how to change the server port and retrieve status for automation purposes
- Includes procedures for configuring portal connections and instances of a portal application
- Introduces navigational and status concepts used within the portal and portal applications, such as status roll up, folders, instances, pages, and portlets
- Describes how to set up and use a custom folder
- Includes troubleshooting information for the server and web-based environment

CHAPTER 1 Overview

Welcome! This chapter describes key concepts for Vision Solutions Portal (VSP) and other useful information about using the portal.

Vision Solutions Portal is a server that runs portal applications for Vision Solutions products. VSP enables multiple products and instances to be easily monitored and managed from a browser-based graphical interface in a single, unified view. VSP also provides services and portlets for performing activities common to products.

VSP is quick to configure and easy to customize. Any Vision Solutions product that provides a portal application at a compatible version to VSP can be used. A portal application includes the graphical interface and supporting functionality for the product's use within VSP.

Portal concepts

When using Vision Solutions Portal (VSP), it is important that you understand the concepts of portal connection, instance, folder, page, and portlet.

Portal connections define how VSP connects to nodes in your enterprise. Each portal connection identifies a connection to a single node. When configuring an instance of a product, you identify the portal connections the instance will use to connect to, retrieve data from, and perform actions for the product.

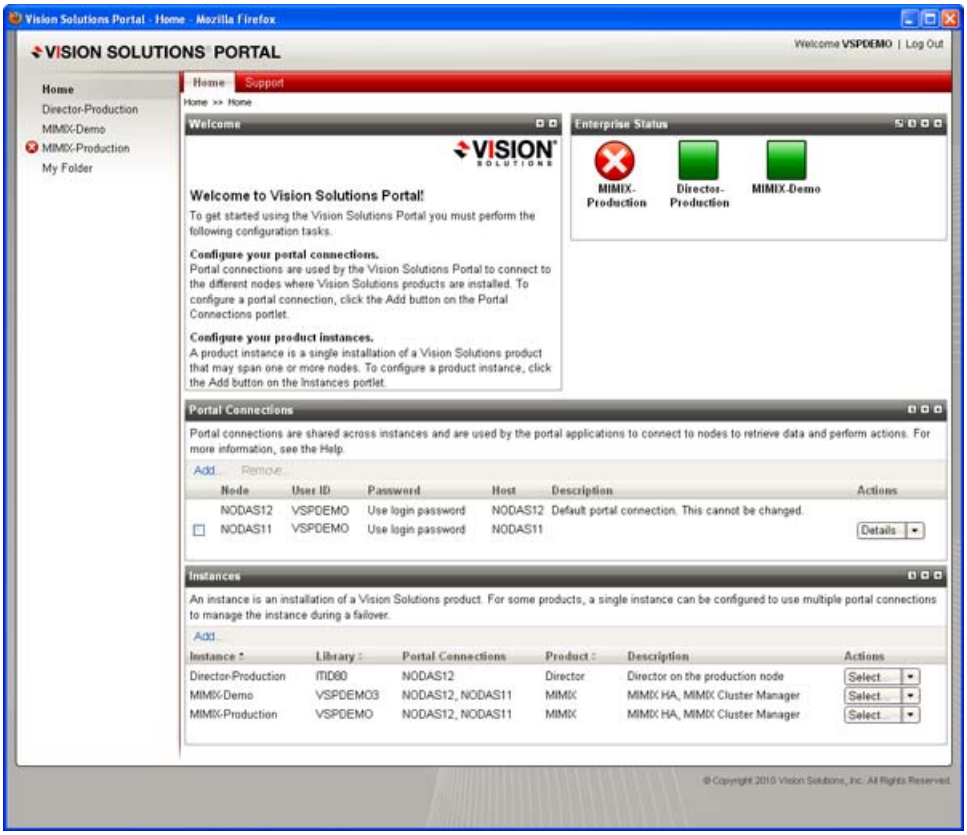
Instance represents a group of one or more configurations of a Vision Solutions product within your network. The name given to an instance is used within VSP in the navigation area, the Instances portlet, and the Enterprise Status portlet. Instances are configured on a per user basis. Users who are owners of a group defined by the VSP administrator can share instances with members of the group.

Folder refers to a name listed within the Navigation area on the left side of VSP. For each product instance added to VSP, a folder of the same name of the instance is created. VSP ships with these pre-configured folders for each user: Home, and My Folder. Folders contain one or more pages that are displayed as tabs in the content area of VSP.

Portlet refers to a specific function provided by VSP or a product's portal application. Portlets appear on pages in the content area.

Figure 1 shows an example with folders, instances and portlets.

Figure 1. View of Home folder in VSP


Vision Solutions Portal - Home - Mozilla Firefox
VISION SOLUTIONS PORTAL
Welcome VSPDEMO | Log Out
Home
Director-Production
MIMIX-Demo
MIMIX-Production
My Folder
Home
Support
Home >> Home
Welcome
Welcome to Vision Solutions Portal!
To get started using the Vision Solutions Portal you must perform the following configuration tasks.
Configure your portal connections.
Portal connections are used by the Vision Solutions Portal to connect to the different nodes where Vision Solutions products are installed. To configure a portal connection, click the Add button on the Portal Connections portlet.
Configure your product instances.
A product instance is a single installation of a Vision Solutions product that may span one or more nodes. To configure a product instance, click the Add button on the Instances portlet.
Enterprise Status
MIMIX-Production
Director-Production
MIMIX-Demo
Portal Connections
Portal connections are shared across instances and are used by the portal applications to connect to nodes to retrieve data and perform actions. For more information, see the Help.
Add... Remove
Node
User ID
Password
Host
Description
Actions
NODAS12 VSPDEMO Use login password NODAS12 Default portal connection. This cannot be changed.
NODAS11 VSPDEMO Use login password NODAS11
Details
Instances
An instance is an installation of a Vision Solutions product. For some products, a single instance can be configured to use multiple portal connections to manage the instance during a failover.
Add...
Instance
Library
Portal Connections
Product
Description
Actions
Director-Production ITID80 NODAS12 Director Director on the production node Select...
MIMIX-Demo VSPDEMO3 NODAS12, NODAS11 MIMIX MIMIX HA, MIMIX Cluster Manager Select...
MIMIX-Production VSPDEMO NODAS12, NODAS11 MIMIX MIMIX HA, MIMIX Cluster Manager Select...
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Folders and pages

Home folder - When you log in, you see the Home folder. The Home folder is specific to VSP and is always the first folder listed in the navigation area. The Home folder has the following pages:

- Home page has portlets for adding portal connections and instances. It also shows the enterprise status for all instances. Home page also includes the Welcome portlet, which identifies tasks and concepts to help you get started.
- Subscriptions page contains portlets for setting up and managing subscriptions. Through subscriptions to an instance, VSP can keep you and others informed about events that occur in the instance when you aren't logged into VSP.
- Support page contains portlets that show what portal applications are installed in the VSP server and provides links to important areas of the Vision Solutions web site, such as Support Central and the Vision Solutions University.
- Administration page is available only when you have logged in as VSP administrator. Here, the administrator can set up policies and functions for use by multiple products.

My Folder - This folder appears in the navigation area directly below the Home folder. Here you can create customized views of your enterprise with portlets from multiple

products or multiple instances. My Folder ships with one page, My Page. You can also add pages.

Instance folders - For each product instance that is configured, a portal folder is created with a default set of portal pages. Each page has a set of portlets on it. The portlets on these pages cannot be removed, and additional portlets cannot be added.

- Summary page is the first page you see when you select the instance. The summary page shows any issues that need to be resolved for the instance.
- Product-specific pages are designed to assist you with a specific task. For example, MIMIX® Availability™ has an Audits page with several portlets that assist you with audit-related tasks.

Controlling and subordinate portlets

Some pages have portlets that control the content of other portlets on the same page. These portlets are called controlling and subordinate portlets, respectively. Clicking on the item's name (indicated in blue) in a controlling portlet updates the content of the subordinate portlets with details about the selected item.

Not all portlets on a page are subordinate. For example in a MIMIX instance, the Nodes portlet on the Data Groups page is not subordinate to the Data Groups portlet, but the Data Group Details and Activities portlet is subordinate.

Portlet modes and preferences

All portlets have at least one mode, View mode, which is what you initially see in the portlet. Help mode and Edit mode may also be available. If a portlet supports additional modes, you can display different information in the portlet by selecting a mode icon from the portlet's title bar. The portlet contents are replaced with data for the selected mode. When a different mode is displayed, the title bar always provides an icon to return to view mode.

Help mode

When a portlet supports Help mode, an icon with an "i" appears in the title bar of the portlet. The portlet content is replaced with text that describes key points about the portlet and links that provide access to the full help system.

Edit mode and preferences

When a portlet supports Edit mode, an icon with a pencil appears in the title bar of the portlet. Edit mode is where you specify any information necessary for the portlet to operate when placed on a custom page. Edit mode is also where preferences can be selected. Preferences provide a way to customize a portlet to control the amount of detail displayed.

Clicking on the icon replaces the portlet content with preferences for the portlet. (Examples include sort order and subset capabilities.) Preferences are stored on a per user basis and retained after the session ends; they are not shared between users.

Maximized, minimized, and normal states

Portlets support three states - maximized, minimized, and normal. You can change the state of the portlet by clicking on the maximize , minimize , or restore (to return to a normal state) icons in the title bar of the portlet.

A portlet in maximized state expands to use the entire content area of the portal page. Some portlets support a different layout or additional content when the portlet is maximized.

A portlet in minimized state only displays the title bar.

Portlet views

Some portlets support more than one view. A portlet may use one view on one page and another view on a different page. Or a portlet may support changing the view between a summary and detailed view by using Edit mode to change the portlet preferences.

Portlets that show a summary view may show the detailed view when maximized.

Toolbar actions and checkboxes

To perform an action for multiple items within a portlet, select the items using the checkboxes to the left of the items. If all items can be selected, a checkbox appears next to the column headings.

When one or more checkboxes are selected, actions in the toolbar become enabled. Clicking on a toolbar button performs the action for the selected items.

To perform an action for a single item, use the item's Action menu. You do not need to select the checkbox.

Sortable columns

When a portlet supports changing the sort order of the rows in the portlet, a vertical double arrow appears next to each column heading that can be sorted.

Clicking the column heading sorts the column. Clicking on the column heading again toggles the sort order between ascending and descending.

Navigation area and Enterprise Status portlet

The navigation area on the left displays the Home folder first, My Folder second, followed by the configured product instances in alphabetical order.

When an instance requires action, a status icon appears next to the instance name in the navigation area. Clicking on the instance name takes you to the Summary page for that instance. An instance will not have an icon in the navigation area when there are no reported problems.

The Enterprise Status portlet is on the Home page of the Home folder and shows the status for each instance. The status reported for a product instance is determined by that product.

- A green square indicates that there are no issues that require user action.
- Any status other than a green square indicates an issue with the instance.
- You can hover over the icon for more information.
- To see details about the problem, click on the icon or instance name in the navigation area. The first time you do this, the Summary page for the instance is displayed, with all reported problems listed. Thereafter and until you log out, VSP remembers where you were in the instance and returns you there.

Statuses in the navigation area and the Enterprise Status portlet refresh automatically. If you are on a page other than the Home page when the status changes, you may want to refresh that page to see if the reported problem is listed on that page.

Enterprise status values

The status value displayed represents the overall status of the instance.

Note: Instances for more than one Vision Solutions product can be displayed in this portlet. Each product determines which of the following status values it will support in this portlet. Some of the status values may not be use in every product.

Possible Values

Action required.
An error occurred that requires user intervention.

Message waiting.
A message requires a user response.

Unknown.
Some or all status information is unavailable or inaccurate and user intervention is required to fix the problem.

Caution.
A mixture of critical (red) conditions and other states exists. Some processes may be ended while others are active or have less severe problems. This can be an error condition or an indication that processing is changing states (going down or coming up).

Switching stopped.
The flow of replication data is in the process of changing direction. However, a switching procedure stopped or other critical errors occurred during the switch that require user action.

Stopped.
An Instance is stopped, not active, or unresponsive.

Held.
An item is held and requires user intervention to release it.

Switching.
The flow of replication data is in the process of changing direction.

Attention.
Some part of processing is within a threshold, or a condition exists that is either automatically correctable, or is a non-critical condition. This state typically corrects itself, but if not the user may need to investigate.

Unknown.
Some or all status information is unavailable or inaccurate. This state typically corrects itself, but if not the user may need to investigate. It is common to see this status when you first log in and view your instances.

In progress.
A task is being performed that affects the entire instance and cannot be interrupted while in progress.

OK.
No action is required. The Instance or process is in a healthy state.

Getting help

Flyover help (also called tool tips) is available for most status icons, abbreviated column headings, truncated fields, and other fields where additional information may be useful. For example, flyover help for a Data Group name shows the three-part data group name and direction of replication.

To see flyover help, place your mouse over the item and then wait a moment for the tool tip to appear.

Help mode is one of the modes supported by a portlet. When help is available for a portlet, the help mode icon appears in the title bar of the portlet. Clicking on that icon replaces the portlet contents with help specific to that portlet. When in help mode, you have access to additional links into the help system.

Click on the View mode icon to return to the main portlet content.

Help in windows is displayed by clicking on the "i" icon button located in the top, right corner of the window. The help system opens in a separate window.

Help in dialogs is displayed by clicking on the "Help" button at the bottom of the dialog. The help system opens in a separate window.

Administrator functions and user ID

Version 2.0 and higher of Vision Solutions Portal ships with an administrator user ID. When logged in as the VSP administrator, you can access administrator-level-only portlets and other portlets for supporting VSP on the following pages:

- Administration page - You can set policies that support functions which may be used by multiple portal applications, as well as configure groups of users to

support sharing a common set of instances.

- Subscriptions page - You can set up subscriptions for individuals or groups of users, as well as access all subscriptions defined to VSP.
- Support page - You can identify the installed version of VSP and portal applications as well as access Support Central and other Vision Solutions websites.

For additional information, see “Administering VSP” on page 50.

Security for VSP

Each user must have a valid user ID and password for the platform on which Vision Solutions Portal (VSP) is installed. VSP authenticates the user ID when the user logs in to VSP. Security for a user ID is dependent on the security on that platform.

A user ID that has access to a Vision Solutions product through a 5250 emulator or command line interface on the product’s native platform has the same level of access through VSP.

Some Vision Solutions products offer additional security capabilities beyond those of the platform environment. If used, those capabilities are enforced in VSP as well as in native interfaces. For more information, refer to the following documents:

- For MIMIX® Availability™, refer to product level security information in the *Using License Manager* book.
- For iOptimize™, refer to the *iOptimize Portal Application User Guide*.
- For RecoverNow, refer to the user roles information in the installation chapter of the *Double-Take RecoverNow User Guide*.

Checking for Vision Solutions product news and updates

To check for the latest information about Vision Solutions products, solutions, and services, do the following:

1. Select the Home folder in the navigation area.
2. Select the Support page.
3. In the Vision Solutions portlet, click Vision Solutions. A new browser window opens to the Vision Solutions home page website.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

Contacting CustomerCare

To contact CustomerCare for incident management, technical knowledgebase, product documentation, downloads, license keys, and announcements, do the following:

1. Select the Home folder in the navigation area.
2. Select the Support page.
3. In the Vision Solutions portlet, click Support Central. A new browser window opens to display the Vision Solutions Support Central page website.

Checking which installed products are available

A portal application is the part of a licensed Vision Solutions product that includes and enables web-based user interfaces that can be used within VSP. Vision Solutions portal applications are typically restored during the installation of Vision Solutions products.

To verify the currently installed Vision Solutions product portal applications, do the following:

1. Select the Home folder in the navigation area.
2. Select the Support page.
3. Locate the Portal Applications portlet.

The Portal Applications portlet shows the version number for each installed portal application on this Vision Solutions Portal server.

CHAPTER 2 Installing

This chapter identifies the supported ways to install Vision Solutions Portal (VSP) and product portal applications, requirements for installing, and requirements for using VSP.

Set up overview

The process of getting Vision Solutions Portal (VSP) ready to use is straightforward. Initially, an **administrator** for Vision products will perform the following actions:

1. Install Vision Solutions Portal (VSP) and product portal applications. Multiple choices for installing are supported.
2. Make the portal applications available to the VSP server. For most install choices, this occurs automatically.
3. Start the VSP server. Default values for choices in the installation wizard may have already started the server.

Once the server is running, **each user** will need to perform the following actions:

1. Log in to Vision Solutions Portal.
2. Configure any additional portal connections needed. When running the VSP server on an IBM i or AIX server, a default portal connection is created when you log into the server where VSP is hosted.
3. Configure instances for the products and environments, such as multiple instances of MIMIX, that you want to manage with Vision Solutions Portal.

Supported Vision products

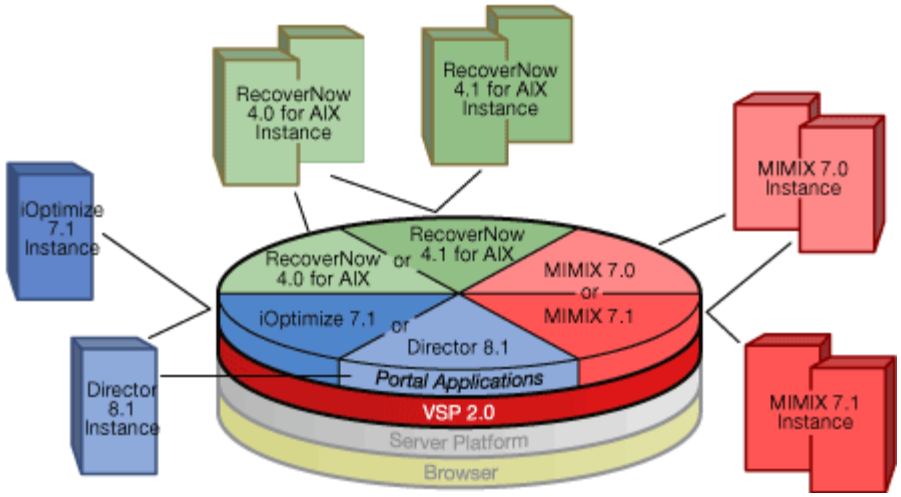
This version of Vision Solutions Portal supports portal applications for the following Vision Solutions products:

- MIMIX® Availability™ 7.1
  (MIMIX® Professional™, MIMIX® Enterprise™, MIMIX DR, MIMIX® Global™)
- MIMIX® Availability™ 7.0
  (MIMIX® Professional™, MIMIX® Enterprise™, MIMIX® Global™)
- iOptimize 7.1 or MIMIX® Director™ 8.1
- Double-Take® RecoverNow™ 4.1 for AIX
- Double-Take® RecoverNow™ 4.0 for AIX

Portal applications are included when the products are installed. If you use a product's installation wizard to upgrade an installation of a product, VSP and the product's portal application are updated as needed on that server platform.

A supported portal application can connect to multiple instances of its product. The product instances to which some portal applications can connect may be at different versions as indicated in Figure 2.The server platform on which VSP is installed may support a limited set of portal applications.

Figure 2. Supported portal applications and the instance levels to which each can connect.



For the latest information about supported products and portal applications, see Support Central.

Supported server platforms

Currently, this version of Vision Solutions Portal can be installed on these server platforms:

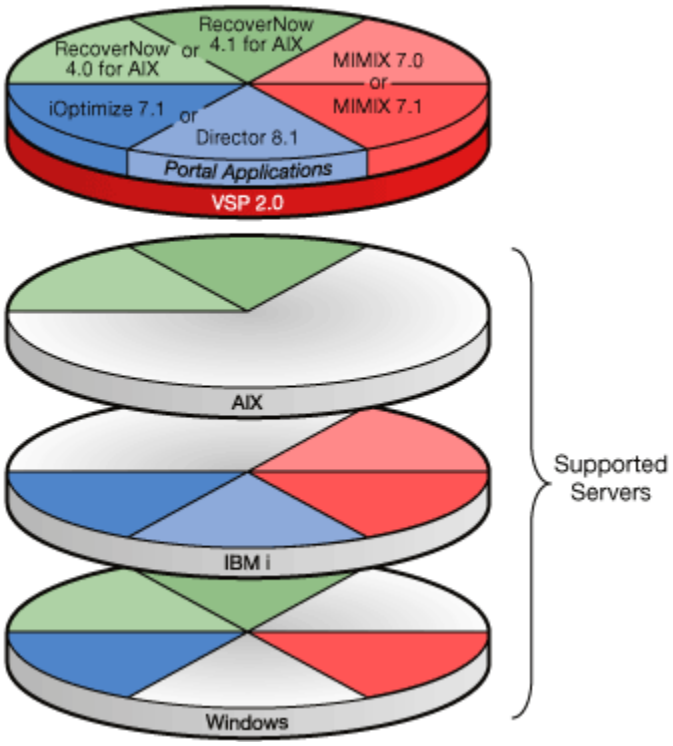
IBM i - Nodes running the IBM i operating system. Software requirements for these nodes are identified in “Software requirements - IBM i platform” on page 23.

AIX - Nodes running the AIX® operating system. Software requirements for these nodes are identified in “Software requirements - AIX platform” on page 28.

Windows - Nodes running on a Windows® operating system. Software requirements are identified in “Software requirements - Windows platform” on page 29.

The server platform onto which you install VSP affects which versions of portal applications are supported on that platform, as shown in Figure 3.

Figure 3. Server platforms on which VSP 2.0 can be installed.



Browser software

Vision Solutions Portal requires that the minimum software environments listed in Table 1 exist on any device used to log in to the portal.

Table 1. Browser-capable device requirements for Vision Solutions Portal

Prerequisite	Description
Browser	Recommended: • Internet Explorer (version 7 or above) • Firefox • Safari on iPad • Chrome
Java Script	Must be enabled
Cookies	Must be enabled Set the cookie configuration option to “Allow per-session cookies (not stored)” and “Allow cookies that are stored on your computer.”

Table 1. Browser-capable device requirements for Vision Solutions Portal

Prerequisite	Description
Pop-up blockers	Must be disabled See “Disabling pop-up blockers” on page 42. Alternatively, you can allow pop-up blockers on the Vision Solutions Portal server and port.

Choices for installing

There are multiple ways to install Vision Solutions Portal (VSP) and product portal applications, depending on your needs.

Product and VSP Installation Wizard for IBM i or AIX - If a product provides a portal application, you can use the product’s installation wizard for its operating system platform (IBM i or AIX) to install the portal application and the VSP server when installing the product on that platform. The default option to install the product also installs VSP and the product’s portal application. Each product’s wizard may include additional options.

For example, the MIMIX and VSP Installation Wizard for IBM i also includes an option to install only the MIMIX portal application. If you select this option, you will be prompted to select nodes on which to install the portal application. The wizard will install VSP if it is not already installed. If VSP already exists, this option will upgrade VSP if necessary to support the portal application.

The requirements for using a product’s installation wizard are identified within the wizard’s *More Information* document.

VSP and Portal Application Installation Wizard for Windows - If a product provides a portal application, this wizard installs the portal application and the VSP server on a Windows platform. This wizard does not install the product associated with the portal application on any platform.

Requirements for using the VSP and Portal Application Installation Wizard for Windows are identified within the wizard’s *More Information* document.

Product’s native install processes - Product install processes that are performed using commands in the product’s native user interface do not install Vision Solutions Portal. However, when the product is installed, any supported portal application is restored on the product’s nodes and is ready to be manually made available to the VSP sever. If you need to use command line product install processes, you need to use one of the installation wizards indicated above to install the VSP server.

VSP Stream file install process - This is supported only in MIMIX environments (version 7.1.09.00 or higher) and requires that License Manager is already installed. If you must use the native install process to install or upgrade MIMIX, after the install process completes, you can use a separate stream file to install or upgrade Vision Solutions Portal. This installation process does not install any portal applications.

However, its default options will make the VSP server aware of the latest version of all available portal applications already on the system.

Where to install Vision Solutions Portal

Vision Solutions Portal (VSP) can be installed on one or more Windows servers or network nodes running on a supported operating system platform. On platforms other than Windows, installation wizards for Vision Solutions products that support portal applications typically default to installing the VSP server and portal application on the nodes where the product is installed. However, the VSP server can be installed on any node in the network running a supported operating system even if the Vision Solutions product is not installed there. You may want the VSP server installed on additional nodes or Windows servers in order to provide redundancy for access to the VSP interfaces.

The VSP server uses portal connections to connect to nodes where installed Vision Solutions products with portal applications exist. At least one portal connection is used when configuring a product instance within VSP. VSP uses the node identified in the portal connection to communicate with and run actions for the Vision Solutions products. For multiple-node products, one or more nodes in an instance domain can be used for this purpose. It is recommended that you also configure a secondary portal connection for managing the instance during a switch or failover.

Disk space and memory requirements

Table 2 shows the disk space and memory requirements to VSP after it is installed on a server platform.

Table 2. Disk and memory requirements.

VSP Installed on Platform	Requirements (approximate values)
IBM i	RAM - 1 GB Disk space • 350 MB for VSP • 25 MB for each installed portal application, plus additional storage for each configured instance
AIX	RAM - 1 GB Disk space, in /opt • 350 MB for VSP • 25 MB for each installed portal application plus additional storage for each configured instance

Table 2. Disk and memory requirements.

VSP Installed on Platform	Requirements (approximate values)
Windows	RAM - 1 GB Disk space, in C:\ drive • 350 MB for VSP • 25 MB for each installed portal application installed plus additional storage for each configured instance

Software requirements - IBM i platform

The node on which Vision Solutions Portal (VSP) is installed has minimum requirements for the IBM i operating system. This node also has software requirements for VSP software. This topic identifies these requirements.

Vision Solutions Portal software requirements

Table 3 identifies where Vision Solutions Portal software must be installed on an IBM i platform. When you use an installation wizard to install, you will be prompted to identify the nodes on which to install VSP.

The wizard installs the 7VSI001 licensed program (LPP) *BASE and option 13 into library VSI001LIB if it is not already installed on the specified node.

Table 3. Vision Licensed Program requirements for Vision Solutions Portal

Vision Licensed Programs		Comments
7VSI001	*BASE - Vision Solutions	Installed as needed by wizard
	Option 2 - Vision Solutions, MIMIX® Availability™	Installed by MIMIX products on instance nodes
	Option 6 - Vision Solutions, iOptimize™	Installed by iOptimize™ product on instance node
	Option 13 - Vision Solutions Portal	Installed as needed by wizard

VSP installed location - IBM i

Vision Solutions Portal server software and product portal applications are stored on the system at IFS location **`/visionsolutions/http/vsisvr`**. Portal applications are stored and deployed from the system IFS location **`/visionsolutions/http/deploy`**.

IBM i software requirements

Vision Solutions Portal requires that minimum software environments exist on the node where the Vision Solutions Portal server is installed as well as on the nodes identified within the instance domain of the products you use via the portal.

Before you install the prerequisite software, make sure you know your system's name or TCP/IP address. Also, ensure that Java is set up correctly on your system. See "Determining if Java is set up correctly" on page 26.

Table 4 lists the specific software requirements, by supported operating system release, for the Vision Solutions Portal server and its managed nodes.

Table 4. System software requirements for Vision Solutions Portal, by operating system level

IBM i Release Level	Prerequisite Licensed Programs Minimum levels for LPPs and Options are the same as the base operating system unless noted otherwise.		Where to Install
V5R4	5722SS1	*BASE - i5/OS operating system	• Vision Solutions Portal nodes • Instance domain nodes
		Option 12 - Host Servers[1]	• Vision Solutions Portal nodes • Instance domain nodes
		Option 30 - Qshell[2]	• Vision Solutions Portal nodes
		Option 33 - Portable App Solutions Environment	• Vision Solutions Portal nodes
	5722JC1	*BASE - IBM Toolbox for Java	• Vision Solutions Portal nodes
	5722JV1	*BASE - IBM Developer Kit for Java[3]	• Vision Solutions Portal nodes
		Option 8 - J2SE 5.0 32 bit or Option 11 - Java SE 6 32 bit. The option for Java 6 support can only be obtained from the IBM Entitled Software Support Web site or by ordering special PTF SI30432. (The PTF is not available for electronic download.) For details, see https://www-304.ibm.com/support/docview.wss?uid=nas102adb33da4e936d0862574a30076f322.	• Vision Solutions Portal nodes
	IBM PTFs	Install the latest PTFs for the licensed programs listed above. For V5R4 nodes, be sure to install Java group PTFs in SF99291. To see the latest IBM PTF requirements, visit https://www-912.ibm.com/s_dir/sline003.nsf/GroupPTFs?OpenView&view=GroupPTFs and select the appropriate operation system level (540).	

Table 4. System software requirements for Vision Solutions Portal, by operating system level

IBM i Release Level	Prerequisite Licensed Programs Minimum levels for LPPs and Options are the same as the base operating system unless noted otherwise.		Where to Install
IBM i 6.1 (V6R1)	5761SS1	*BASE - i5/OS operating system	• Vision Solutions Portal nodes • Instance domain nodes
		Option 12 - Host Servers[1]	• Vision Solutions Portal nodes • Instance domain nodes
		Option 30 - Qshell[2]	• Vision Solutions Portal nodes
		Option 33 - Portable App Solutions Environment	• Vision Solutions Portal nodes
	5761JC1	*BASE - IBM Toolbox for Java	• Vision Solutions Portal nodes
	5761JV1	*BASE - IBM Developer Kit for Java[1]	• Vision Solutions Portal nodes
		Option 8 - J2SE 5.0 32-bit or Option 11 - Java SE 6 32 bit (recommended)	• Vision Solutions Portal nodes
	IBM PTFs	Install the latest PTFs for the licensed programs listed above. To see the latest IBM PTF requirements, visit http://www-947.ibm.com/systems/support/i/fixes/index.html, select Group PTFs, then select the appropriate operating system level (610).	
IBM i 7.1 (V7R1)	5770SS1	*BASE - IBM i operating system	• Vision Solutions Portal nodes • Instance domain nodes
		Option 12 - Host Servers[1]	• Vision Solutions Portal nodes • Instance domain nodes
		Option 30 - Qshell[2]	• Vision Solutions Portal nodes
		Option 33 - Portable App Solutions Environment	• Vision Solutions Portal nodes
	5761JV1	*BASE - IBM Developer Kit for Java	• Vision Solutions Portal nodes
		Option 8 - J2SE 5.0 32-bit or Option 11 - Java SE 6 32 bit (recommended)	• Vision Solutions Portal nodes
	IBM PTFs	Install the latest PTFs for the licensed programs listed above. To see the latest IBM PTF requirements, visit http://www-947.ibm.com/systems/support/i/fixes/index.html, select Group PTFs, then select the appropriate operating system level (710).	

1. For more information about Host Servers, see “Ensuring the IBM i host servers are active” on page 26.
2. For more information search for “using QShell” in the IBM i and System i Information Center at: http://publib.boulder.ibm.com/iseries.
3. To determine your JDK version, see “Determining the JDK version and group PTF level” on page 26.

Ensuring the IBM i host servers are active

For VSP to connect with the IBM i server, the IBM i host servers must be running. To start the servers, use the command: **`STRHOSTSVR SERVER(*ALL)`**

Determining the JDK version and group PTF level

Use this procedure to determine which version of the IBM Developer Kit for Java (JDK) is installed on your system. On the command line, do the following:

1. Type **`GO LICPGM`** and press Enter.
2. Type a **`10`** on the command line to display the licensed programs that are installed on this system and press Enter.
3. Press **`F11`** to display the operating system release level.
4. Press **`F11`** again to display the product option.
5. Ensure that the IBM Developer Kit for Java licensed program (57nnJV1) and the software requirements indicated in Table 4 are installed.
6. Ensure the Java group PTF level is current on your system.
   a. Use the WRKPTFGRP command to display the group PTFs on your system.
   b. To see the latest available group PTFs, visit http://www-947.ibm.com/systems/support/i/fixes/index.html, select Group PTFs, then select the appropriate operating system level.
   c. Obtain and apply the latest Java group PTF if necessary.

Determining if Java is set up correctly

Use this procedure to determine if Java is correctly set up on your system. Do the following from a command line in a 5250 emulator:

1. Enter one of the following commands:
   - To check Java 6, enter the command:

```
ADDENVVAR ENVVAR(JAVA_HOME)
  VALUE('/QOpenSys/QIBM/ProdData/JavaVM/jdk60/32bit')
  CCSID(*JOB) LEVEL(*JOB) REPLACE(*YES)
```

   - To check Java 5, enter the command:

```
ADDENVVAR ENVVAR(JAVA_HOME)
  VALUE('/QOpenSys/QIBM/ProdData/JavaVM/jdk50/32bit')
  CCSID(*JOB) LEVEL(*JOB) REPLACE(*YES)
```

2. Start a QShell session by entering the command:

```
STRQSH
```

3. From the QShell session, run the following commands:
   a. Enter the command:

```
java -version
```

   For Java 6, you should see results similar to the following:

```
java version "1.6.0"
Java(TM) SE Runtime Environment (build pap3260sr12-
20121025_01(SR12))
IBM J9 VM (build 2.4, JRE 1.6.0 IBM J9 2.4 OS/400 ppc-32
jvmap3260sr12-20121025_01 (JIT enabled, AOT enabled)
J9VM - 20121024_126067
JIT  - r9_20120914_26057
GC   - 20120928_AA)
JCL  - 20121014_01
```

For Java 5, you should see results similar to the following:

```
java version "1.5.0"
Java(TM) 2 Runtime Environment, Standard Edition (build
pap32dev-20121015 (SR15 ))
IBM J9 VM (build 2.3, J2RE 1.5.0 IBM J9 2.3 OS/400 ppc-32
j9vmap3223sr15-20121012 (JIT enabled)
J9VM - 20121010_124616_bHdSMr
JIT - 20120914_26053ifx1_r8
GC - 20120911_AA)
JCL - 20121015
```

b. Enter the command:

```
java -classpath /qibm/proddata/java400 Hello
```

You should see the following:

```
Hello World
$
```

If you do not get the expected results, reinstall Java and apply the latest PTFs.

4. To exit the QShell session, press F3.

Software requirements - AIX platform

The node on which Vision Solutions Portal is installed has minimum requirements for the AIX operating system. This node also has software requirements for Vision Solutions Portal software. This topic identifies these requirements.

RecoverNow portal application AIX software requirements

The RecoverNow portal application requires an IBM System p™ 64-bit machine.

Operating system requirements

The RecoverNow portal application runs on the IBM operating system. Supported versions include:

- AIX version 7.1
- AIX version 6.1
- AIX version 5.3 TL 4 or greater.

  Note: AIX version 5.3 TL5 64-bit kernel requires APAR IY92292. It is currently available at the IBM Web site.

If you choose to run Vision Solutions Portal under a user other than root, the sshd subsystem must be active.

VSP installed location - AIX

Vision Solutions Portal server software and product portal applications are stored on the system at location **`/opt/visionsolutions/http/vsisvr`**. Portal applications are stored and deployed from the system location **`/opt/visionsolutions/http/deploy`**.

Software requirements - Windows platform

Vision Solutions Portal requires that minimum software environments exist on the nodes where the Vision Solutions Portal server is installed.

Supported Windows operating systems

Vision Solutions Portal can be installed on systems running the following versions of the Windows® operating system:

- Windows Server® 2008 R2
- Windows® 7
- Windows® XP
- Windows Server® 2003 R2
- Windows® 8 (x86 and x64)
- Windows Server® 2012 (x64)

VSP installed location - Windows platform

Vision Solutions Portal can be installed on a 64-bit or a 32-bit Windows® operating system. VSP server software and product portal applications are stored on the system in one of the following locations:

```
C:\Program Files (x86)\VisionSolutions\http\vsisvr
C:\Program Files\VisionSolutions\http\vsisvr
```

Portal applications are stored and deployed from the corresponding system location:

```
C:\Program Files (x86)\VisionSolutions\http\deploy
C:\Program Files\VisionSolutions\http\deploy
```

If both **\Program Files** and **\Program Files (x86)** folders exist on the system, the **\Program Files (x86)** folder is used.

CHAPTER 3 Managing VSP on an IBM i platform

This chapter describes the tasks an administrator performs as part of setting up and maintaining Vision Solutions products and Vision Solutions Portal (VSP) on a system running a supported version of the IBM i operating system. The commands used to perform these tasks are shipped with VSP.

Depending on how VSP and portal applications were installed, the Vision Solutions product administrator may need to manually make the applications available to the VSP server and manually start the server. The product installation wizard automatically makes the applications available and its default action will automatically start the VSP server.

Starting the VSP server - IBM i

The Start Vision Solutions Server (STRVSISVR) command will start the Vision Solutions Portal (VSP) server on the local system. When the server is started, you can use portal applications for Vision Solutions products.

Start the server after installing or upgrading Vision Solutions Portal or a portal application or when restarting the node on which the server runs after it has been down for any reason.

Note: After installing or upgrading a portal application, it may take several minutes for a start server request to complete while the portal application is being made available. The amount of time is dependent on the system workload as well as the amount of work that must be performed to prepare the portal application for use.

Default values on the STRVSISVR command will start the VSP server in the QHTTPSVR subsystem using the IBM-supplied user profile QTMHHTTP and job description QZHBHTTP in library QHTTPSVR.

Verifying server ports are available - IBM i

Each instance of the server uses three consecutive ports, with default values beginning at port 8410. To determine if these ports are already in use on the local system, do the following:

1. Enter the command:

   ```
   NETSTAT OPTION(*CNN)
   ```

2. The appropriate Work with Connection Status display appears. Press **F14** to display the port numbers currently being used.

   Port numbers 8410, 8411, and 8412 should not appear in the *Local Port* column. If these port numbers are in use, use the instructions in “Changing the port for VSP server - IBM i” on page 32

Starting the VSP server - IBM i

To start the VSP server on the local system, do the following:

1. From the command line, type **VSI001LIB/STRVSISVR** and press F4 (Prompt).
2. At the *User profile* prompt, accept the IBM-supplied profile named QTMHHTTP or specify the profile under which you want the VSP server to run.
3. Press Enter.

Ending the VSP server - IBM i

The End Vision Solutions Server (ENDVSISVR) command will disconnect all users and end the Vision Solutions Portal (VSP) server.

Before using this command, you may want to check with your Vision Solutions software administrator. Ending the VSP server will prevent users from accessing Vision Solutions portal applications.

The VSP server must be ended before performing any of these actions:

- Before shutting down the node on which the server runs for any reason
- Before installing or upgrading Vision Solutions Portal or a product with a portal application

  Note: If you use a product's installation wizard to install or upgrade software, the wizard will end the VSP server. However, before using commands from a 5250 emulator to install or upgrade a Vision Solutions product, you must manually end the VSP server.
- Before changing the VSP server port
- Before manually making a portal application available to the VSP server, or removing a portal application

To end the VSP server on the local system, do the following:

From the command line, type **`VSI001LIB/ENDVSISVR`** and press Enter.

Changing the port for VSP server - IBM i

The Vision Solutions Portal (VSP) server requires three consecutive ports for operation. When the server is installed, the default ports begin at 8410, so ports 8410, 8411, and 8412 will be used. If these port numbers are in use, you can use the Change Vision Solutions Server (CHGVSISVR) command to change the port number associated with the VSP server on the local system.

The starting port number is part of the URL used to access the Vision Solutions Portal server.

Do the following to change the port number to be used by the VSP server on the local system:

1. Verify that the port triplet you want to use is available using the procedure in "Port not available" on page 88.
2. The VSP server must be ended using the procedure in "Ending the VSP server - IBM i" on page 31.
3. To change the port triplet you want to use, type **`VSI001LIB/CHGVSISVR`** and press F4 (Prompt).
4. At the *Port* prompt, specify the starting port number to be used by the VSP server on the local system. Possible TCP port values range from 2001 through 65530.
5. Press Enter.

Changing whether to use a secured connection - IBM i

HTTP protocol is the default for the configured port used to connect to the VSP server. You can change the configuration to secure the port using the HTTPS (SSL) protocol. All users must use the protocol that is specified by this command.

To change the protocol, do the following:

1. End the VSP server on the local system. From the command line, type **VSI001LIB/ENDVSISVR** and press Enter.
2. Type **VSI001LIB/CHGVSISVR** and press F4 (Prompt).

   Current values are displayed.
3. At the *Use SSL* prompt, do one of the following:
   - To use HTTPS (SSL) protocol, specify ***YES**
   - To use HTTP protocol, specify ***NO**
4. Press Enter.

The first time users connect to VSP using the HTTPS protocol, the browser may indicate there is an untrusted certificate. Users should choose the option that allows them to continue.

Retrieving status of the VSP server - IBM i

The Retrieve Vision Solutions Svr. (RTVVSISVR) command will retrieve the status of the Vision Solutions Portal (VSP) server on the local system. This command can be used in automation programs to determine whether the VSP server is active or inactive.

Installing the VSP server from a stream file - IBM i

The preferred method of installing Vision Solutions Portal is to use the product's installation wizard. However, if you must use the native install process to install or upgrade a product, after the install process completes, you can use this procedure to install or upgrade Vision Solutions Portal from a separate VSP stream file. This installation process does not install any portal applications.

Note: This process is supported for MIMIX (7.1.09.00 or higher) and iOptimize™ (7.1.15.00 or higher) environments and requires that License Manager is already installed.

After the install or upgrade of the product completes, do the following:

1. Download the latest VSP stream file from the product's download page on Support Central.
2. From a command line, type **VSI001LIB/INSVSISVR** and press F4 (Prompt).

   The Install Vision Sol. Server (INSVSISVR) display appears.

3. At the *Stream file* prompt, specify the name of the downloaded VSP stream file. Names are case-sensitive and are specified with forward slashes (/).
4. For the remaining prompts, most users can accept default values that will end the VSP server before installing, start the VSP server when the install completes, and deploy the latest version of all available portal applications on the system. Optionally, you can specify different values:
   a. *Reinstall VSP* - If you want to end the install request if the currently installed version is the same as the version in the stream file, specify ***NO**.
   b. *End VSP server, if active* - If you want to end the install request if the VSP server is active, specify ***NO**.
   c. *Start VSP server after install* - If you want to prevent VSP from starting after the install completes, specify ***NO**.
   d. *Deploy latest portal application* - If you want to prevent deploying the latest versions of portal applications, specify ***NONE**. Any currently available portal applications will remain available at their present software levels after the install completes.
5. Press Enter.
6. If you specified ***NO** for *Start VSP server after install*, you must manually start the server after the install process completes using the STRVSISVR command.

Making a portal application available - IBM i

If you installed or upgraded a Vision Solutions product using commands from a 5250 emulator on an IBM i system, the associated portal application has been restored on the product's nodes. The portal application must be added to VSP server manually to make the portal application available for use. The Add Vision Solutions App. (ADDVSIAPP) command will make a Vision Solutions portal application available for use within Vision Solutions Portal.

Note: If you installed or upgraded a product with a portal application using a product installation wizard, you do not need to perform this task. Any new or upgraded portal applications are automatically made available to the VSP server during the wizard installation process.

For any Vision Solutions product, only one version of a portal application can be available for use at any given time. Portal applications with a version prior to that of the currently available portal application for a Vision Solutions product will not be added. Portal applications for a product with a version that is equal to or more recent than that of the currently available portal application will replace the currently available portal application.

When VSP is not at the required version or is not installed

If you have a portal application on a node because you installed a product, but Vision Solutions Portal is not at a level that supports the latest portal application or is not installed, do the following to make a portal application available:

Download your product's Installation Wizard from Support Central and use it to install Vision Solutions Portal. The wizard will make available to the server the latest of any portal applications that were previously restored on the node that are supported by this version of VSP.

When VSP is installed at a compatible version

If you upgraded a product using 5250 emulator processes and Vision Solutions Portal is installed at a level which supports the latest portal applications, do the following to make a portal application available:

1. End the VSP server using "Ending the VSP server - IBM i" on page 31.
2. From a command line, enter the command: **`VSI001LIB/ADDVSIAPP`**.
3. The Add Vision Solutions App. (ADDVSIAPP) display appears. At the *Portal application* prompt, specify the product.

   To view a list of products for which portal applications are eligible to be added, press F4 (Prompt).
4. Press Enter.

The portal application will be available for use when the server is started.

Removing a product portal application - IBM i

The Remove Vision Solutions App. (RMVVSIAPP) command will remove a portal application from the Vision Solutions Portal (VSP) server. When a portal application is removed, the portlets for the Vision Solutions product are no longer available for use.

To remove a portal application, do the following:

1. End the VSP server using "Ending the VSP server - IBM i" on page 31.
2. From a command line, enter the command: **`VSI001LIB/RMVVSIAPP`**.
3. The Remove Vision Solutions App. (RMVVSIAPP) display appears. At the *Portal application* prompt, specify the product.

   To view a list of products that have eligible portal applications, press F4 (Prompt).
4. Press Enter.

Removing the VSP server - IBM i

These instructions remove Vision Solutions Portal (VSP) from a server. Removing the VSP server will prevent all users from using any products through Vision Solutions Portal.

Be certain that you need to do this before removing the VSP server from a node.

To remove the server use the command:

```
DLTLICPGM LICPGM(7VSI001) OPTION(13)
```

This command will remove the licensed program 7VSI001 (Vision Solutions Portal) and delete the /visionsolutions/http/VSISVR directory where VSP is installed.

CHAPTER 4 Managing VSP on an AIX platform

This chapter describes the tasks an administrator performs as part of setting up and maintaining Vision Solutions products and Vision Solutions Portal (VSP) on an system running a supported version of the AIX operating system. The commands used to perform these tasks are shipped with VSP.

Depending on how VSP and portal applications were installed, the Vision Solutions product administrator may need to manually make the applications available to the VSP server and manually start the server. The product installation wizard automatically makes the applications available and its default action will automatically start the VSP server.

Starting the VSP server - AIX

The Start Vision Solutions Server (strvsisvr) command will start the Vision Solutions Portal (VSP) server on the local system. When the server is started, you can use portal applications for Vision Solutions products.

Start the server after installing or upgrading VSP or a portal application or when restarting the node on which the server runs after it has been down for any reason. Use the strvsisvr command to restart the server if the Installation wizard or a .bff file using installp or smit fails to start the server.

Note: If you installed or upgraded a product with a portal application using a product Installation wizard or a .bff file using installp or smit, you do not need to run the strvsisvr command. Any new or upgraded portal applications are automatically made available to the VSP server during the wizard installation process.

The strvsisvr command is also added to the inittab for the AIX system so that the VSP server is automatically started with the system is re-booted.

After installing or upgrading a portal application, it may take several minutes for a start server request to complete while the portal application is being made available. The amount of time is dependent on the system workload as well as the amount of work that must be performed to prepare the portal application for use.

To start the VSP server, do the following:

1. Navigate to **`/opt/visionsolutions/http/vsisvr/httpsvr/bin`**
2. From the command line, type **`./strvsisvr`**

To display the full command syntax, do the following:

From the command line, type **`./strvsisvr -h`**

Verifying server ports are available - AIX

Each instance of the server requires three consecutive ports for operation 8410, 8411, and 8412. The default port is 8410.

To determine which of these ports VSP is currently using, do the following:

1. Navigate to **/opt/visionsolutions/http/vsisvr/httpsvr/bin**
2. From the command line, type **./rtvvsisvr -p**

To determine which ports are currently in use on the AIX local system, do the following:

From the command line, type **netstat -an**

Note: netstat is an AIX system command. It shows all connections to the server including the source and destination IP addresses and ports.

Ending the VSP server - AIX

Use the End Vision Solutions Server (endvsisvr) command to disconnect all users and end the VSP server.

Before using this command, you may want to check with your Vision Solutions software administrator. Ending the VSP server prevents users from accessing Vision Solutions portal applications.

The VSP server must be ended before performing any of these actions:

- Before shutting down the node on which the server runs for any reason
- Before changing the VSP server port
- Before manually making a portal application available to the VSP server, or manually removing a portal application

To end the VSP server on the system, do the following:

1. Navigate to **/opt/visionsolutions/http/vsisvr/httpsvr/bin**
2. From the command line, type **./endvsisvr**

To display the full command syntax, do the following:

From the command line, type **./endvsisvr -h**

Changing the port for VSP server - AIX

The VSP server requires three consecutive ports for operation. When the server is installed, the default ports begin at 8410, so ports 8410, 8411, and 8412 will be used. If these port numbers are in use, you can use the Change Vision Solutions Server (chgvsisvr) command to change the port number associated with the VSP server on the local system.

The starting port number is part of the URL used to access the VSP server.

Do the following to change the port number to be used by the VSP server on the local system:

1. Verify that the port you want to use is available using the procedure in "Verifying server ports are available - AIX" on page 38.
2. Navigate to **/opt/visionsolutions/http/vsisvr/httpsvr/bin**
3. End the VSP server using the command **./endvsisvr**
4. Change to the port number to the value you want to use within the range 1024 - 32767 by using the command **./chgvsisvr - p**

To display the full command syntax, do the following:

From the command line, type **./chgvsisvr -h**

Changing whether to use a secured connection - AIX

HTTP protocol is the default for the configured port used to connect to the VSP server. You can change the configuration to secure the port using the HTTPS (SSL) protocol. All users must use the protocol that is specified by this command.

To change the protocol, do the following:

1. Navigate to **/opt/visionsolutions/http/vsisvr/httpsvr/bin**
2. End the VSP server using the command **./endvsisvr**
3. To change the protocol, do one of the following:
   - To use HTTPS (SSL) protocol, type: **./chgvsisvr -t yes**
   - To use HTTP protocol, type: **./chgvsisvr -t no**

The first time users connect to VSP using the HTTPS protocol, the browser may indicate there is an untrusted certificate. Users should choose the option that allows them to continue.

To display the full command syntax, do the following:

From the command line, type **./chgvsisvr -h**

To retrieve the current value for the protocol, use the rtvvsisvr command.

Retrieving status of the VSP server - AIX

Use the Retrieve Vision Solutions Svr. (rtvvsisvr) command to retrieve runtime attributes of the Vision Solutions Portal server.

To retrieve runtime attributes of the Vision Solutions Portal server, do the following:

1. Navigate to **/opt/visionsolutions/http/vsisvr/httpsvr/bin**

2. From the command line, type **./rtvvsisvr**

To display the full command syntax, do the following:

From the command line, type **./rtvvsisvr -h**

Making a portal application available - AIX

Use the Add Vision Solutions Application (addvsiapp) command only if the Installation wizard, or .bff file using smit, installp, or the graphical installer fail to make the application available.

Note: If you installed or upgraded a product with a portal application using a product Installation wizard, or .bff file using smit, installp, or the graphical installer, you do not need to run the addvsiapp command. Any new or upgraded portal applications are automatically made available to the VSP server during the wizard installation process.

For any Vision Solutions product, only one version of a portal application can be available for use at any given time. Portal applications with a version prior to that of the currently available portal application for a Vision Solutions product will not be added. Portal applications for a product with a version that is equal to or more recent than that of the currently available portal application will replace the currently available portal application.

To make a portal application available to your VSP server, do the following:

1. Navigate to **/opt/visionsolutions/http/vsisvr/httpsvr/bin**
2. End the VSP server using the **./endvsisvr** command.
3. To display a list of portal application packages available, type: **./addvsiapp -l**
4. From the command line, type **./addvsiapp**

The portal application will be available for use when the server is started.

To display the full command syntax, do the following:

From the command line, type **./addvsiapp -h**

Removing a product portal application - AIX

Use the Remove Vision Solutions Application (rmvvsiapp) command only if the Uninstall wizard, or .bff file using smit, installp, or the graphical installer fail to remove the portal application.

Use the Remove Vision Solutions Application (rmvvsiapp) command to remove a portal application from the VSP server. When a portal application is removed, its web-based interfaces for the Vision Solutions product are no longer available for use.

To remove a portal application from the VSP server, do the following:

1. Navigate to **`/opt/visionsolutions/http/vsisvr/httpsvr/bin`**
2. End the VSP server using the End Vision Solutions Server (endvsisvr) command.
3. From the command line, type **`./rmvvsiapp`**

To display the full command syntax, do the following:

From the command line, type **`./rmvvsiapp -h`**

CHAPTER 5 Managing VSP on a Windows platform

This chapter describes the tasks an administrator performs as part of setting up and maintaining Vision Solutions products and Vision Solutions Portal (VSP) on a system running a supported version of a Microsoft® Windows® operating system. The commands used to perform these tasks are shipped with VSP.

Depending on how the VSP server and portal applications were installed, the Vision Solutions product administrator may need to manually make the applications available to the VSP server.

Before Vision Solutions Portal can be used, the administrator must start the VSP server. On a Windows platform, the VSP server is not automatically started when default choices are used in the installation wizard.

Starting the VSP server - Windows

You can start the Vision Solutions Portal (VSP) server as a Windows service on a supported Windows platform from the Windows Start menu or by running the Start Vision Solutions Server (strvsisvr) command. When the server is started, you can use portal applications for Vision Solutions products.

Start the server after installing or upgrading Vision Solutions Portal or a portal application or when restarting the server on which the VSP server runs after it has been down for any reason. When default choices in the installation wizard are used, the VSP server is automatically started when the wizard completes and when Windows restarts.

Note: After installing or upgrading a portal application, it may take several minutes for a start server request to complete while the portal application is being made available. The amount of time is dependent on the system workload as well as the amount of work that must be performed to prepare the portal application for use.

This command assumes that the Vision Solutions Portal service has already been installed. Typically, that occurs during software installation.

Verifying server ports are available - Windows

Each instance of the server uses three consecutive ports, with default values beginning at port 8410. To determine if these ports are already in use, do the following:

1. Open a command prompt.
2. If VSP has not been installed before, from the command line type:

`netstat -an`

The port numbers in use are displayed. If port numbers 8410, 8411, and 8412 are in use by another job or application, use the instructions in “Changing the port for VSP server - Windows” on page 44.

Note: If VSP has been installed you can use the rtvvsisvr command to confirm the configured starting port number. See “Retrieving status of the VSP server - Windows” on page 46.

Starting the VSP server - Windows

To start the VSP server do the following:

1. Click the Start menu.
2. Point to All Programs, then locate and point to Vision Solutions Portal.
3. Click Start Server.

To start the VSP server from a command line, do the following:

1. Open a command prompt.
2. Change directories to the location where VSP commands are located:

   `C:\`*`installation-directory`*`\http\vsisvr\httpsvr\bin`

   Where ***`installation-directory`*** is either
   `C:\Program Files\VisionSolutions` on a 32-bit platform or
   `C:\Program Files (x86)\VisionSolutions` on a 64-bit platform.
3. To start the server as the current user, on the command line, type: **`strvsisvr`**

To display the full command syntax, do the following:

From the command line, type **`strvsisvr -h`**

Ending the VSP server - Windows

You can end the Vision Solutions Portal (VSP) server on a supported Windows platform from the Windows Start menu or by running the End Vision Solutions Server (endvsisvr) command. Either method will disconnect all users and end the Vision Solutions Portal (VSP) server.

Before ending the server, check with your Vision Solutions software administrator. Ending the VSP server will prevent users from accessing Vision Solutions portal applications.

The VSP server must be ended before performing any of these actions:

- Before shutting down the system on which the VSP server runs for any reason
- Before installing or upgrading Vision Solutions Portal or a product’s portal application

Note: If you use a product's installation wizard to install or upgrade software, the wizard will end the VSP server.

- Before changing the VSP server port
- Before manually making a portal application available to the VSP server or removing a portal application

To end the VSP server do the following:

1. Click the Start menu.
2. Point to All Programs, then locate and point to Vision Solutions Portal.
3. Click Stop Server.

To end the VSP server from a command line, do the following:

1. Open a command prompt.
2. Change directories to the location where VSP commands are located:

   `C:\`*`installation-directory`*`\http\vsisvr\httpsvr\bin`

   Where ***installation-directory*** is either
   C:\Program Files\VisionSolutions on a 32-bit platform or
   C:\Program Files (x86)\VisionSolutions on a 64-bit platform.
3. From the command line, type: **endvsisvr**

To display the full command syntax, do the following:

From the command line, type **endvsisvr -h**

Changing the port for VSP server - Windows

The Vision Solutions Portal (VSP) server requires three consecutive ports for operation. When the server is installed, the default ports begin at 8410, so ports 8410, 8411, and 8412 will be used. If these port numbers are in use, you can use the Change Vision Solutions Server (chgvsisvr) command to change the port number associated with the VSP server on the local system.

The starting port number is part of the URL used to access the Vision Solutions Portal server.

Do the following to change the port number to be used by the VSP server on the local system:

1. Verify that the port you want to use is available using the procedure in "Verifying server ports are available - Windows" on page 42.
2. Open a command prompt.
3. Change directories to the location where VSP commands are located:

   `C:\`*`installation-library`*`\http\vsisvr\httpsvr\bin`

Where ***installation-library*** is either
C:\Program Files\VisionSolutions on a 32-bit platform or
C:\Program Files (x86)\VisionSolutions on a 64-bit platform.

4. The VSP server must be ended. From the command line, type: **endvsisvr**
5. Valid port numbers range from 1024 to the upper limit determined by the dynamic port range defined on this system. Type this command, specifying the first of the consecutive ports you want to use: **chgvsisvr -p *<port>***

   To display the full command syntax, do the following:

   From the command line, type **chgvsisvr -h**

Changing whether to use a secured connection - Windows

HTTP protocol is the default for the configured port used to connect to the VSP server. You can change the configuration to secure the port using the HTTPS (SSL) protocol. All users must use the protocol that is specified by this command.

To change the protocol, do the following:

1. Open a command prompt.
2. Change directories to the location where VSP commands are located:

   C:*installation-directory*\http\vsisvr\httpsvr\bin

   Where ***installation-directory*** is either
   C:\Program Files\VisionSolutions on a 32-bit platform or
   C:\Program Files (x86)\VisionSolutions on a 64-bit platform.
3. The VSP server must be ended. From the command line, type: **endvsisvr**
4. To change the protocol, do one of the following:
   - To use HTTPS (SSL) protocol, type: **chgvsisvr -t yes**
   - To use HTTP protocol, type: **chgvsisvr -t no**

The first time users connect to VSP using the HTTPS protocol, the browser may indicate there is an untrusted certificate. Users should choose the option that allows them to continue.

To display the full command syntax, do the following:

From the command line, type **chgvsisvr -h**

To retrieve the current value for the protocol, use the rtvvsisvr command.

Retrieving status of the VSP server - Windows

The Retrieve Vision Solutions Server (rtvvsisvr) command will retrieve the status and other runtime attributes of the Vision Solutions Portal (VSP) server on the local system.

This command can be used in automation programs to determine whether the VSP server is active or inactive.

To retrieve runtime attributes of the Vision Solutions Portal server, do the following:

1. Open a command prompt.
2. Change directories to the location where VSP commands are located:

   C:*installation-directory*\http\vsisvr\httpsvr\bin

   Where ***installation-directory*** is either
   C:\Program Files\VisionSolutions on a 32-bit platform or
   C:\Program Files (x86)\VisionSolutions on a 64-bit platform.
3. From the command line, type: **rtvvsisvr**

To display the full command syntax, do the following:

From the command line, type **rtvvsisvr -h**

Manually adding the VSP server service to Windows

Use these instructions if you need to manually add the Vision Solutions Portal server service to Windows.

Note: Normally, you do not need to perform this task because default options in a product's portal application and VSP installation wizard for Windows will result in the service being installed.

The Vision Solutions Server Service (vsiservice) command will install the server service so that the Vision Solutions Portal (VSP) server can be started and ended.

To add the service to Windows, do the following

1. Open a command prompt.
2. Change directories to the location where VSP commands are located:

   C:*installation-directory*\http\vsisvr\httpsvr\bin

   Where ***installation-directory*** is either
   C:\Program Files\VisionSolutions on a 32-bit platform or
   C:\Program Files (x86)\VisionSolutions on a 64-bit platform.
3. From the command line, type: **vsiservice -i**

To display the full command syntax, do the following:

From the command line, type **vsiservice -h**

Making a portal application available - Windows

Use these instructions if the product's portal application and VSP installation wizard for Windows restored a product's portal application but failed to make it available to the server:

Note: Normally, you do not need to perform this task because any new or upgraded portal application is automatically made available to the VSP server during the wizard installation process.

The Add Vision Solutions Application (addvsiapp) command will make a portal application for a Vision Solutions product available for use within Vision Solutions Portal (VSP) on a Windows server.

For any Vision Solutions product, only one version of a portal application can be available for use at any given time. Portal applications with a version prior to that of the currently available portal application for a Vision Solutions product will not be added. Portal applications for a product with a version that is equal to or more recent than that of the currently available portal application will replace the currently available portal application.

To make a portal application available to the VSP server on a Windows platform, do the following:

1. Open a command prompt.
2. Change directories to the location where VSP commands are located:

   `C:\`*`installation-directory`*`\http\vsisvr\httpsvr\bin`

   Where ***`installation-directory`*** is either
   `C:\Program Files\VisionSolutions` on a 32-bit platform or
   `C:\Program Files (x86)\VisionSolutions` on a 64-bit platform.
3. End the VSP server by typing: **`endvsisvr`**
4. To display a list of portal application packages available, type: **`addvsiapp -l`**
5. To make a portal application available for use, type: **`addvsiapp`** ***`package_name`***

The portal application will be available for use when the server is started.

To display the full command syntax, do the following:

From the command line, type **`addvsiapp -h`**

Removing VSP and portal applications - Windows

From the Windows Start menu, you can access an Uninstall wizard that allows you to remove either selected portal applications or Vision Solutions Portal (VSP) and all portal applications from the Windows server.

The Uninstall wizard automatically ends the VSP server and logs out all users.

Do the following from the Windows server where VSP is installed:

1. Click the Start menu.

2. Point to All Programs, then locate and point to Vision Solutions Portal.
3. Click Uninstall.
4. The Uninstall Wizard for Vision Solutions Portal appears. The wizard verifies which, if any, portal applications are available to VSP. If any portal applications are present, you will be prompted to select what to uninstall.
5. If VSP is running, it is automatically ended. A confirmation panel will prompt you to continue with the uninstall.

What is removed from the Windows server

VSP and portal applications are installed in one of the following locations:

- **C:\Program Files\VisionSolutions\http** on a 32-bit platform
- **C:\Program Files (x86)\VisionSolutions\http** on a 64-bit platform

When you select a portal application to remove, the uninstall wizard removes files for that portal application from the following directory:

…\VisionSolutions\http\vsisvr\httpsvr

When you remove VSP from a Windows system, the uninstall wizard also removes the following:

- The **\http** directory
- The **\VisionSolutions** directory, if no other Vision Solutions products are installed on the Windows server
- Registry entries, shortcuts, links, and aliases for Vision Solutions Portal
- The Vision Solutions Portal service

Manually removing a portal application - Windows

The Remove Vision Solutions Application (rmvvsiapp) command will remove a portal application from the Vision Solutions Portal (VSP) server. When a portal application is removed, the web-based interfaces for the Vision Solutions product are no longer available for use.

To remove a portal application, do the following:

1. Open a command prompt.
2. Change directories to the location where VSP commands are located:

   C:*installation-directory*\http\vsisvr\httpsvr\bin

   Where ***installation-directory*** is either
   C:\Program Files\VisionSolutions on a 32-bit platform or
   C:\Program Files (x86)\VisionSolutions on a 64-bit platform.
3. The VSP server must be ended. From the command line, type: **endvsisvr**
4. To display a list of the installed portal applications, type: **rtvvsisvr -a**
5. Specify the package name for the portal application you want to remove for

package when typing the command: **rmvvsiapp *package***

To display the full command syntax, do the following:

From the command line, type **rmvvsiapp -h**

CHAPTER 6 Administering VSP

This chapter describes the tasks that require use of the Administrator user ID to perform. Typically these tasks set up global functions that may be used by more than one portal application. Examples include setting up email support, adding new users to VSP, and creating groups that can be used to share instances among a set of users.

Logging in as administrator

Vision Solutions Portal (VSP) is shipped with an administrator user ID and default password. To use administrator functions, first do the following:

1. Enter the following URL in your web browser:

   `http://server:port`

   The *server* is the IP address or host name for the node on which the VSP server is installed. The default port number is 8410.

   If the server port has been changed to use HTTPS (SSL) protocol, use: **`https://server:port`**

   Note: When using HTTPS, your browser may warn you of an untrusted certificate. If this occurs, choose the option that allows you to continue.

2. The portal appears showing the Log In page. Log in using the administrator user ID and password.

   The shipped user ID and password is: **`vspadmin`**.

After you have logged in, the portal opens to the Administration page in the Home folder. You can change the password for the administrator user ID any time from the Change Password portlet. The administrator user ID does not have access to any other folders or pages and cannot create product instances.

Changing the administrator's password

You can change the password for the administrator user ID any time you need to. The Change Password portlet is on the Administration page. Do the following:

1. Log in using the administrator user ID (vspadmin).
2. In the Change Password portlet, specify the current password and the new password. Specify the new password again to confirm it. Then click Save.

Creating VSP user profiles

This procedure manually creates a user on the VSP server. Having users defined is a prerequisite for other administrator tasks such as adding users to groups or adding their email address. Users can be created either manually by the VSP administrator or are created automatically when a person successfully logs into Vision Solutions Portal.

To create a user, do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Users portlet, click New. The New User dialog appears.
4. Specify a valid user ID for the server in the User field.
5. Optionally provide a description for the user.
6. Specify the email address where any subscription emails for this user will be sent.

   For security, some SMTP servers are configured to allow sending emails to only your company's email addresses. If the address you specify is outside of your company's domain, the email will not arrive at its intended destination. VSP cannot determine how your email server is configured.
7. Click OK.

Managing a user’s email address

Use this procedure to display or change the email address for a user. An email address is required for a user to be able to receive emails from Vision Solutions Portal.

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Users portlet, select the Details action for the user you want. The User Details dialog appears.
4. Specify the email address where any emails for this user will be sent.

   For security, some SMTP servers are configured to allow sending emails to only your company's email addresses. If the address you specify is outside of your company's domain, the email will not arrive at its intended destination. VSP cannot determine how your email server is configured.
5. Click OK.

Viewing the instances and groups available to a user

When a user's responsibilities change, you may need to know what groups and instances the user has access to before reassigning responsibilities or deleting a user that no longer needs to access VSP. Do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Users portlet, select the Details action for the user you want.

   The User Details dialog displays all groups that the selected user owns or is a member of, all instances the user configured, and all shared instances and their owning group that the user can access.

Deleting a user

Use this procedure to delete a user from VSP. Any instances, portal connections, and subscriptions configured by the user, and any saved user preferences are also deleted. If the user owns a group or a subscription to a shared instance, this procedure will prompt you to assign ownership to another VSP user in the group.

The user is also removed as a member from all groups and removed as a subscriber from all subscriptions.

The user to be deleted must be logged out when you do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Users portlet, select the Delete action for the user you want.
4. The Delete User dialog opens. If the selected user owns one or more groups or subscriptions, do the following:
   a. In the New owner field, select a user to be the new owner for all of the listed groups owned by the user being deleted.
   b. In the Subscriptions field, select what to do with any subscriptions the user created for shared instances.
5. Click OK.

Creating a group

Use this procedure to create a group that identifies a set of related users, such as all operators, who need to access the same VSP instances. The users must already be defined to VSP in the Users portlet.

Once a group is created, its owner is responsible for adding instances and sharing them with the group.

Do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Groups portlet, click New. The New Group dialog appears.
4. Specify a name for the group.
5. Users who will be group members and the user who will be the group owner must be identified in the Selected list. Select one or more users from the Available list and click Add to move them to the Selected list.
6. Select the user to own the group, then click OK.

Changing a group's members or owner

Use this procedure to change the group membership or to reassign group ownership to a different group member.

A user being removed from a group must be logged out of VSP. Any instances shared with the group will no longer be available to that user.

The current owner and the new owner must be logged out of VSP. The actions available for any instances shared by the group will change for these users.

Subscriptions can also be affected. A removed group member will no longer be notified by subscriptions for instances shared by the group. A user who is added to a group for which a subscription notifies all group members will begin to be notified. The new group owner will inherit all subscriptions shared with the group.

Do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Groups portlet, select the Details action for the group to be changed. The Group Details dialog appears.
4. To change group membership do the following:
   - To add users, select the users from the Available list and click Add.
   - To remove users, select the users from the Selected list and click Remove.
5. To change the group owner, select the new user from the Owner list.
6. Click OK.

Renaming a group

Use this procedure to rename a group. All group members must be logged out of VSP before the name can be changed. The next time users log in, the new group name will be reflected in any instances shared by the group.

Do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Groups portlet, select the Rename action for the group to be changed.

   The Rename Group dialog appears.
4. Specify a name for New group.

   The name must start with an alphanumeric character. Hyphens (-) and underscores (_) are allowed. Spaces or other special characters are not allowed.
5. Click OK.

Deleting a group

Use this procedure to delete a group that is no longer needed. All group members must be logged out of VSP. The next time group members log in to VSP, only the group owner will be able to access any instances that were previously shared with the group.

Do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Administration page.
3. In the Groups portlet, select the Delete action for the group to be removed.
4. The Delete Group dialog appears. Click OK.

Setting up email server support

Vision Solutions Portal includes email support that is used by any portal application that provides user actions for emailing, such as subscriptions. Use the Policies portlet on the Administration page to set policies for email support.

Check with your email administrator to confirm the email server name and port number. Emails will not be sent if this configuration information is not correct.

Do the following:

1. Log in using the administrator user ID (vspadmin).

2. Select the Policies portlet from the Administration page.
3. Select the Email Server (SMTP) tab, then click Change.
4. Identify the SMTP email server to use by specifying its values in the Email server and Port fields.
5. For the Authentication required field, select a value. When Yes is selected, you must also specify:
   - The User ID and Password to use for authenticating the server
   - Whether to use SSL (TLS) for a secure connection to the email server
6. In the Sent from fields, specify the email address to use as the sender and the sender's user name. The default user name is Vision Solutions Portal.
7. Click Send Test Email to verify the connection to the email server is established. This sends a test email to the address specified in the Sent from email address field.
8. Click OK.

Setting up history retention for subscription activity

You can determine how long Vision Solutions Portal (VSP) retains historical data about subscription action taken by VSP. The retained activities are displayed in the Subscription Activities portlet on the Subscriptions page.

Do the following:

1. Log in using the administrator user ID (vspadmin).
2. Select the Policies portlet from the Administration page.
3. Select the Subscriptions tab, then click Change.
4. Specify the number of days for Activity history retention, then click OK.

Resetting the password for the administrator user ID

If you do not remember the current password for the VSP administrator user ID (vspadmin) or you get repeated "password not valid" errors, you can reset the password to its default value (vspadmin).

Resetting the password - IBM i

If VSP runs on an IBM i platform, do the following to reset the password for the VSP administrator user ID (vspadmin). On the server where VSP is installed, do the following:

1. End the VSP server.

```
VSI001LIB/ENDVSISVR
```

2. Start a QShell session.

   ```
   STRQSH
   ```

3. Change the current directory to the location of VSP tools.

   ```
   cd /visionsolutions/http/vsisvr/httpsvr/tools
   ```

4. Run this script.

   ```
   resetpwd.sh
   ```

5. Press F3 to end the QSHELL session.
6. Start the VSP server.

   ```
   VSI001LIB/STRVSISVR
   ```

7. From your browser, log in to the VSP server as the VSP administrator, specifying vspadmin as the user ID and password.
8. Use the Change Password portlet on the Administration page to change the password for the VSP user ID to a value that meets your environment's security requirements.

Resetting the password - AIX

If VSP runs on an AIX platform, do the following to reset the password for the VSP administrator user ID (vspadmin). On the server where VSP is installed, do the following:

1. Change the current directory to the location where VSP is installed.

   ```
   cd /opt/visionsolutions/http/vsisvr/httpsvr
   ```

2. End the VSP server.

   ```
   ./bin/endvsisvr
   ```

3. Run this script.

   ```
   ./tools/resetpwd.sh
   ```

4. Start the VSP server.

   ```
   ./bin/strvsisvr
   ```

5. From your browser, log in to the VSP server as the VSP administrator, specifying vspadmin as the user ID and password.
6. Use the Change Password portlet on the Administration page to change the password for the VSP user ID to a value that meets your environment's security requirements.

Resetting the password - Windows

If VSP runs on a Windows platform, do the following to reset the password for the VSP administrator user ID (vspadmin). On the server where VSP is installed, do the following:

This procedure requires elevated privileges needed to run the command. Your User Account Control (UAC) settings need to be set to a level that allows programs to change your computer.

1. Open a command shell. From the Start menu, select Run, then enter: **`cmd`**
2. Change the current directory to the location where VSP is installed.

   `C:\`*`installation-directory`*`\http\vsisvr\httpsvr`

   Where ***`installation-directory`*** is either
   `C:\Program Files\VisionSolutions` on a 32-bit platform or
   `C:\Program Files (x86)\VisionSolutions` on a 64-bit platform.
3. End the VSP server.

   `bin\endvsisvr`
4. Run this script.

   `tools\resetpwd`
5. Restart the VSP server.

   `bin\strvsisvr`
6. From your browser, log in to the VSP server as the VSP administrator, specifying vspadmin as the user ID and password.
7. Use the Change Password portlet on the Administration page to change the password for the VSP user ID to a value that meets your environment's security requirements.

CHAPTER 7 Configuring instances

The topics in this chapter describe how to perform tasks associated with configuring your Vision Solutions Portal (VSP) environment.

Before users can log in, the VSP server must be started. If you plan on sharing configured instances, the VSP administrator must log in and create one or more groups that identify multiple users.

Each VSP user can configure his or her own view of VSP or can use configurations that are shared among a group. Configuration consists of adding portal connections, configuring instances of products to monitor and manage, and optionally sharing instances with members of a group.

After you have configured instances, you can create subscriptions to enable automatic monitoring of instances.

Logging in to Vision Solutions Portal

You must have a valid user ID and password for the platform on which the Vision Solutions Portal (VSP) server is installed. Do the following:

1. Enter the following URL in your web browser:

   `http://server:port`

   The *server* is the IP address or host name for the node on which the VSP server is installed and active. The default port number is 8410. Check with your administrator for Vision Solutions products to confirm what port number to use and whether you need to use a secure connection. If the server port has been secured use:
   `https://server:port`

   Note: When using HTTPS, your browser may warn you of an untrusted certificate. If this occurs, choose the option that allows you to continue.

2. The portal appears showing the Log In page. Log in using your user ID and password for the platform on which the VSP server is installed. Depending on the platform, the user ID and password may be case-sensitive.

After you have logged in, the portal opens to the Home page. When VSP is installed on an IBM i or AIX server, a default portal connection was created for the node on which you logged in.

Adding a portal connection

The Add Portal Connection dialog will create a connection to a node that can be used by an instance to retrieve data and perform actions. A portal connection identifies a host or IP address for the node, the platform of the node, and the user ID and password options to use for the connection. Once configured, a portal connection can be used by any instance that uses the same platform.

The Add Portal Connection dialog is accessed from the Portal Connections portlet.To add a connection, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Portal Connections portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

3. In the toolbar, click Add.

   The Add Portal Connection dialog appears.

4. Specify values for the Node and Host or IP address fields.
5. Optionally, click Verify to confirm that the specified host or IP address exists on the network.
6. Only platforms supported by installed portal applications can be selected from the Platform field. If necessary, select a platform.

7. Specify the user ID to use for logging in to the node identified in this dialog.

   On an AIX platform, this can either be the root user or a user specified in the scrt group.

8. Select the password option to use for the user ID.

   Users who will own subscriptions for instances that use this portal connection must specify a password. A specified password ensures that VSP can monitor subscriptions when the user is not logged in and that the password will not be lost when the VSP server is stopped and restarted.

9. Optionally, provide a description of the portal connection.
10. Click OK.

Removing a portal connection

You can remove portal connections that you no longer need. To avoid adversely affecting instances, only portal connections that are not identified within an instance can be removed.

Vision Solutions Portal will issue a warning message and will not process a request that includes a selected portal connection that is used by an instance. The warning message identifies which of the selected portal connections cannot be removed. Instances that use an identified portal connection must be changed to remove the portal connection from the configuration before the portal connection can be removed.

To remove a portal connection, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Portal Connection portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

3. Select the portal connection you want from the list. Then select the Remove action.

   The Remove Portal Connection dialog appears.

4. Click Remove.

Changing properties of a portal connection

The Portal Connection Details dialog displays the last saved values of the properties of a portal connection. You can also change properties with this dialog.

Some properties cannot be changed when the portal connection is used by an instance.

To change a portal connection, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Portal Connections portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.
3. Select the portal connection you want from the list. Then select the Details action.

   The Portal Connection Details dialog appears showing the last saved values.
4. If the portal connection is not used by an instance, you can specify values for the Host or IP address and Platform fields.
5. To confirm that the node can be reached, click Verify.
6. Specify the user ID to use for logging in to the node identified in this dialog.
7. Select the password option to use for the user ID.

   If you own subscriptions for instances that use this portal connection, you must specify a password to ensure that VSP can monitor subscriptions when you are not logged in and that the password is not lost when the VSP server is stopped and restarted.
8. Optionally, provide a description of the portal connection.
9. Click OK.

Adding an instance

You can add an instance for any Vision Solutions product installed in your network that provides a portal application supported by this version of Vision Solutions Portal. Only one instance is needed for each installation of a product. Instances are configured on a per user basis and are not automatically shared between users. A group owner can optionally share a configured instance with members of the group.

The Add Instance wizard is accessed from the Instances portlet.To add an instance, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Instances portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

3. In the toolbar, click Add.

   The Add Instance wizard appears.

4. Select the product and select a portal connection to use for discovery. The portal connection for discovery is a portal connection to a node where that product is installed. Then click Next.
5. The remaining steps in the wizard vary for each product selected. Follow the wizard instructions to specify or select the requested information. Click Next to advance to the next step. When you reach the Summary step, click Finish.
6. If you do not see the instance in the portlet list, press F5 to refresh the list.

Information required to add a MIMIX instance

The process of adding an instance of a MIMIX product requires the following information:

Table 5. Adding an instance of MIMIX

Wizard Step	Required Information
Select Product	Select the product you want and select a portal connection for discovery (a node where that product is installed). A portal connection to the discovery node must already be configured. Only portal connections supported by the selected product are listed. For example, If MIMIX is selected, only IBM i portal connections are listed.
Log In	If you are not logged into the node used for the portal connection for discovery, VSP may prompt you to log in, depending on the password option specified in the portal connection. A valid user ID and password for the node are required. You cannot specify a different user ID than defined in the portal connection.

Table 5. Adding an instance of MIMIX

Wizard Step	Required Information
Select Library	Select the library in which the product is installed on the node. If the library you expect is not listed, either it is not supported by this version of VSP, or you selected a portal connection for discovery for a node where the product is not installed. To select a different portal connection for discovery, click Back.
Instance Details	Specify a name for the instance. The Description can be changed if desired. The default Instance name is the name of the product library. Each instance name must be unique among all configured instances. Names are case sensitive; however, you cannot have names which differ only in case. Use only alphanumeric characters and underscore (_). The first character cannot be an underscore. Do not use spaces or other special characters in the name. The default Description identifies the licensed products within the product library.
Instance Domain	Specify a portal connection for each node (MIMIX system definition (SYSDFN)) that you want to define to the instance domain. Also, specify the order of the portal connections. Order determines which node will primarily be used to communicate with and run actions for the instance. The instance domain needs to include nodes on which you need to run actions, or from which you need to retrieve data, such as outfiles for audits. It is recommended that your primary portal connection be a MIMIX management node and that you also configure a secondary node for managing the instance during a switch or failover. For INTRA instances, unique portal connections must be specified for each node in the instance even though they have the same host. This ensures that you know from which INTRA installation library the data is obtained.
Summary	Confirm that the configuration is what you want.

Information required to add an iOptimize™ or MIMIX Director instance

The process of adding an instance of an iOptimize™ or a MIMIX Director product requires the following information:

Table 6. Adding an instance of Director

Wizard Step	Required Information
Select Product	Select the product you want and select a portal connection for discovery (a node where that product is installed). A portal connection to the discovery node must already be configured. Only portal connections supported by the selected product are listed. For example, If iOptimize™ is selected, only IBM i portal connections are listed.
Log In	If you are not logged into the node used for the portal connection for discovery, VSP may prompt you to log in, depending on the password option specified in the portal connection. A valid user ID and password for the node are required. You cannot specify a different user ID than defined in the portal connection.
Select Library	Select the library in which the product is installed on the node. If the library you expect is not listed, either it is not supported by this version of VSP, or you selected a portal connection for discovery for a node where the product is not installed. To select a different portal connection for discovery, click Back.
Instance Details	Specify a name for the instance. The Description can be changed if desired. The default Instance name is in the format: *library-connection*, where *library* is the library where the product is installed (such as IOPT71 or ITID81) and *connection* is the name of the portal connection. Each instance name must be unique among all configured instances. Names are case sensitive; however, you cannot have names which differ only in case. Use only alphanumeric characters and underscore (_). The first character cannot be an underscore. Do not use spaces or other special characters in the name. The default Description identifies the product, version, and node.
Summary	Confirm that the configuration is what you want.

Information required to add a RecoverNow instance

The process of adding an instance of a RecoverNow product requires the following information:

Table 7. Adding an instance of RecoverNow

Wizard Step	Required Information
Select Product	Select the product you want and select a portal connection for discovery (a node where that product is installed). A portal connection to the discovery node must already be configured.
Log In	If you are not logged into the node used for the portal connection for discovery, VSP may prompt you to log in, depending on the password option specified in the portal connection. A valid user ID and password for the node are required. You cannot specify a different user ID than defined in the portal connection. **Note:** The User Interface configuration daemon (scrt_scconfigd) must be running or you cannot log in.
Instance Details	Specify a name for the instance. The Description can be changed if desired. The default Instance name is the name of the portal connection used for discovery. Each instance name must be unique among all configured instances. Names are case sensitive; however, you cannot have names which differ only in case. Use only alphanumeric characters and underscore (_). Do not use spaces or other special characters in the name. The default Description is RecoverNow for AIX, followed by the name of the portal connection used for discovery. For example, RecoverNow for AIX - p520-93.
Instance Domain	Specify a portal connection for each node that you want to define to the instance domain. • To add a portal connection, select a portal connection and click Add. • To remove a portal connection from this instance domain, click Remove. **Note:** At least one portal connection is required. Vision Solutions recommends that your primary portal connection be a RecoverNow Production server and that you also configure a Recovery server for managing the instance during a switch or failover.
Summary	Confirm that the configuration is what you want.

Changing an instance

You can change an existing instance using the Change Instance wizard in the Instances portlet. The type of information you can change and the steps of the wizard vary by product.

Instances that are shared by a group can only be changed by the group owner.

To change an instance, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Instances portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

3. Select the Change action for the instance you want.

   The Change Instance wizard appears.

4. Select a portal connection to use for discovery. Then click Next.
5. The remaining steps in the wizard vary for each product selected. Follow the wizard instructions to specify or select the requested information. Click Next to advance to the next step. When you reach the Summary step, click Finish.

Information required to change a MIMIX instance

The process of changing an instance of a MIMIX product requires the following information:

Table 8. Changing an instance of MIMIX

Wizard Step	Required Information
Portal Connection	Select a portal connection for discovery (a node where that product is installed). Only portal connections supported by the selected product are listed.
Log In	If you are not logged into the node used for the portal connection for discovery, VSP may prompt you to log in depending on the password option specified in the portal connection.
Instance Details	Default values for the Description can be changed if desired. The default Description identifies the licensed products within the product library.

Table 8. Changing an instance of MIMIX

Wizard Step	Required Information
Instance Domain	Specify a portal connection for each node (MIMIX system definition (SYSDFN)) that you want to define to the instance domain. Also, specify the order of the portal connections. Order determines which node will primarily be used to communicate with and run actions for the instance. The instance domain needs to include nodes on which you need to run actions, or from which you need to retrieve data, such as outfiles for audits. It is recommended that your primary portal connection be a MIMIX management node and that you also configure a secondary node for managing the instance during a switch or failover. For INTRA instances, unique portal connections must be specified for each node in the instance even though they have the same host. This ensures that you know from which INTRA installation library the data is obtained.
Summary	Confirm that the configuration is what you want.

Information required to change an iOptimize™ or MIMIX Director instance

The process of changing an instance of an iOptimize™ or a MIMIX Director product requires the following information:

Table 9. Adding an instance of Director

Wizard Step	Required Information
Portal Connection	Select a portal connection for discovery (a node where that product is installed). Only portal connections supported by the selected product are listed.
Log In	If you are not logged into the node used for the portal connection for discovery, VSP may prompt you to log in depending on the password option specified in the portal connection.
Instance Details	Default values for the Description can be changed if desired. The default Description identifies the product, version, and node.
Summary	Confirm that the configuration is what you want.

Information required to change a RecoverNow instance

The process of changing an instance of a RecoverNow for AIX product requires the following information:

Table 10. Changing an instance of RecoverNow

Wizard Step	Required Information
Portal Connection	Select a portal connection for discovery. This is a node where that product is installed and the User Interface configuration daemon, (scrt_scconfigd), is running.
Log In	If you are not logged into the node used for the portal connection for discovery, VSP may prompt you to log in depending on the password option specified in the portal connection. **Note:** The User Interface configuration daemon must be running or you cannot log in.
Instance Details	The default Description is RecoverNow for AIX, followed by the name of the portal connection used for discovery. For example, RecoverNow for AIX - p520-93.
Instance Domain	Specify a portal connection for each node that you want to define to the instance domain. • To add a portal connection, select a portal connection and click Add. • To remove a portal connection from this instance domain, click Remove. **Note:** At least one portal connection is required. Vision Solutions recommends that your primary portal connection be a RecoverNow Production server and that you also configure a Recovery server for managing the instance during a switch or failover.
Summary	Confirm that the configuration is what you want.

Sharing an instance

If you are the owner of a group, you can share an instance you configured with all members of the group. This is possible only for instances whose portal applications support groups.

To share an instance, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Instances portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.
3. Select the Share action for the instance you want.
4. The Share Instance dialog appears. Select Share with group and select the group from the list.
5. Click OK.

Stop sharing an instance

If you are the owner of a group, you can stop sharing an instance with all members of a group. Group members must be logged out of VSP before sharing is stopped. The next time group members log in to VSP, they will no longer have access to the instance. If other group members created subscriptions for this instance, those subscriptions will be deleted.

To stop sharing an instance, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Instances portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.
3. Select the Share action for the instance you want.

   The Share Instance dialog appears.
4. Select Do not share and click OK.

Displaying details about an instance

You can display details about an instance such as the product and software levels in use, and the nodes within the domain of the instance if that information is made available by the portal application. On the Instance Details dialog:

- The Details tab identifies the product with which the selected instance interacts,

the compatibility of product and portal application software versions, the instance owner, as well as any associated group.

- If it is available, the Instance Domain tab identifies instance domain information that was defined when the instance and the portal connections it uses were configured. Typically, this tab identifies the nodes within the instance, the library or directory on the nodes where the product is installed, and the portal connections configured for the nodes. Additional information may be available depending on the portal application.

To display details about an instance, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Instances portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

3. Select the Details action for the instance you want.

Renaming an instance

You can change the name by which an instance is known within Vision Solutions Portal. The Rename Instance dialog renames the instance within Vision Solutions Portal.

Instances that are shared among a group can only be renamed by the group owner when all group members are logged out of VSP.

To rename an instance, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Instances portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

3. Select the Rename action for the instance you want.
4. The Rename Instance dialog appears. Specify the new name, using only alphanumeric characters and underscore (_). Do not use spaces or other special characters in the name. Instance names must be unique among names for all configured instances.
5. Click OK.

Removing an instance

You can remove an instance that you no longer need. When an instance is removed, you can no longer access its product from Vision Solutions Portal, but the product

identified in the instance remains operational from its installation library. Any other configured instance to the same product is not affected.

Instances that are shared among a group can only be removed by the group owner when all group members are logged out of VSP.

To remove an instance, do the following:

1. Select the Home folder in the navigation area.
2. Locate the Instances portlet on the Home page.

   Note: If a portlet on this page has been maximized, you may need to restore it to its normal state to see this portlet.

3. Select the Remove action for the instance you want.
4. The Remove Instance dialog appears and identifies the name of the instance to be removed. To remove the instance, click Remove.

CHAPTER 8 Subscribing to instance events

The topics in this chapter describe how to configure subscriptions within Vision Solutions Portal (VSP). Vision Solutions Portal uses subscriptions to automatically perform actions or activities, such as emailing users, when certain events occur within instances.

Each configured subscription identifies an instance to be monitored, who to inform when monitored events occur, and what action VSP should take if the event occurs.

Each portal application that supports subscriptions provides a set of events that could occur in the product. When a subscription is created, the events which are considered best practice to monitor for are automatically associated with a subscription. Portal applications may provide additional events that you can add to a subscription. You can also remove events from a subscription.

When a monitored event occurs within an instance for which a subscription exists, VSP automatically takes its defined action, such as sending an email to one or more users. Additional user action may be required to address the indicated event.

Products that support subscriptions

Version 2.0.05.00 or higher of Vision Solutions Portal (VSP) is required for working with subscriptions.

The following portal applications support subscriptions:

- MIMIX version 7.1.05.00 or higher - supported for instances that connect to systems running MIMIX service pack 7.1.05.00 or higher.
- Double-Take® RecoverNow™ 4.1 for AIX - supported for instances that connect to systems running RecoverNow 4.1 or higher

Setting up prerequisites for subscriptions

Before you can configure and use subscriptions, the following must be completed:

1. Configure the email server and specify a sent from email address in the Policies portlet on the Administration page. The VSP administrator needs to do this once.
2. Specify an email address in VSP user profiles for users who will configure or be subscribed to subscriptions. This must be done once. VSP users without email addresses cannot configure or be subscribed to subscriptions.

   The VSP administrator can do this for users from the Users portlet on the Administration page. Or, a user can do this for his or her user profile by selecting the Change Email Address action from the Subscriptions portlet on the Subscriptions page.

3. Define a user ID and password within portal connections used by instances that will have subscriptions. This must be done once by each user for instances they own that will have subscriptions. A specified password ensures that VSP can monitor subscriptions when the user is not logged in and that the password will not be lost when the VSP server is stopped and restarted.

These topics describe in detail how to perform the tasks in this procedure:

- “Logging in as administrator” on page 50
- “Setting up email server support” on page 54
- “Managing a user’s email address” on page 51
- “Managing your email address” on page 75
- “Changing properties of a portal connection” on page 60

Configuring subscriptions for automatic monitoring

By using subscriptions, you assume the risk associated with sending information about your environment through email. This can include system names and other sensitive details about your product environments.

Subscriptions can be created by users or by the VSP administrator. If you are logged in as the VSP administrator, the list of selectable instances includes all instances for all products that support subscriptions regardless of their owners. If you are logged in as a user, the list is limited to the instances you own and instances shared with groups to which you belong.

Do the following to configure a subscription.

1. Ensure that portal connections used by the instance for which you are creating a subscription have a password specified.

   Note: If you are logged in as the VSP administrator, you must have the instance owner do this for you.

2. Select the Home folder, then select the Subscriptions page.
3. From the toolbar in the Subscriptions portlet, click New.
4. On the General tab, do the following:
   a. Specify a name for the subscription.
   b. Specify a description. This is optional.
   c. Select the instance to monitor.
   d. Any instances disabled from selection require that either an email address be defined in the user profile for the instance owner or that the instance owner specify a password in the primary portal connection used by the instance.
   e. If you are logged in as VSP administrator, select the user who will own the subscription.

5. On the Subscribers tab, select who is notified when VSP performs the subscription action in response to an event that occurred. The default is the subscription owner. If the instance is shared with a group, you can specify all users in the group or select a subset of the group members.
6. On the Action tab, specify a value for Delay after event. The number specified determines how long VSP waits for a resolution after an event occurs before taking the indicated action.
7. Click OK.

Events that are considered best practice to monitor for are automatically added to the subscription.

Addressing the “cannot monitor instance” problem

You may receive an email from VSP indicating that VSP cannot monitor an instance. This can occur because of a problem with a portal connection used by the instance specified in the subscription that sent the email. The password option specified in the portal connection is not correct.

The owner of the instance must correct this problem by doing the following:

1. From the Instances portlet on the Home page, identify the portal connection used by the instance identified in the email.
2. Select the Details action for the portal connection from the Portal Connections portlet.
3. Select Specify from the Password options list. Then specify a password in the Password and Confirm Password fields.
4. Click OK.

Managing your email address

You can specify or change the email address in your VSP user profile. A valid email address is required to configure and use subscriptions for instances you own or that have been shared with you and to receive emails sent by VSP for subscriptions to which you are a subscriber.

Do the following:

1. Select the Change Email Address action from the global actions list in the Subscriptions portlet on the Subscriptions page.
2. Specify an email address and click OK.

Displaying or changing a configured subscription

If you are a subscriber you can only view a subscription. The subscription owner or the VSP administrator can change a subscription.

Do the following:

1. Select the Details action for the subscription in the Subscriptions portlet.
2. Make any needed changes.
   - On the General tab, you must be logged in as the VSP administrator to change the Subscription owner.
   - On the Subscribers tab, you can change selections if the instance is shared.
   - On the Action tab for a subscription you own, you can change the time specified for Delay after event.
3. Click OK.

Adding events to a subscription

When a subscription is created, a set of events are automatically added to it. Those events are considered best practice to monitor by the product.

Use this procedure to add any optional events to a subscription or to add an event you previously removed from a subscription.

Do the following from the Subscriptions page:

1. Select the subscription from the Subscriptions portlet.
2. Select the Add action from the toolbar of the Subscribed Events portlet.
3. The Add Event dialog lists the available events that can be added. Flyover help for each event provides details about what the event checks. Select the events you want and click OK.

Removing events from a subscription

You can remove an event from a subscription so that VSP no longer checks for its occurrence. The event is removed for all subscribers identified in the subscription.

Do the following from the Subscriptions page:

1. Select the subscription from the Subscriptions portlet.
2. Select the Remove action for the event in the Subscribed Events portlet.
3. The Remove Event dialog prompts you to confirm removing the selected event. Click OK.

Changing the delay time for a subscribed event

Most subscribed events can either use the subscription's delay time or specify a delay time that overrides the delay value for the subscription. For events that allow the delay value to be changed, the subscription owner or the VSP administrator can change the delay time.

Do the following from the Subscriptions page to change the delay time for a specific event:

1. Select the subscription from the Subscriptions portlet.
2. Select the Details action for the event in the Subscribed Events portlet.
3. For the Delay after event field, select either to use the subscription value or select Specify and specify a number.
4. Click OK.

The delay time determines the amount of time that VSP waits after an event occurs before taking the specified action. If the event corrects itself before the delay ends, no action is taken.

An appropriate delay value can minimize the number of actions VSP takes for events that may correct themselves automatically. For example, threshold conditions are often transient. If your environment frequently approaches thresholds on critical processes during peak processing times, a higher delay value may be appropriate on a subscribed event that checks for processes approaching thresholds. A delay value slightly lower than the duration of your peak processing would allow subscribers to be notified of threshold conditions during regular processing and reduce how frequently subscribers are notified during peak processing.

Viewing details of a subscription activity

All actions taken by VSP are logged as activities in the Subscription Activity portlet. The activities remain available for the amount of time the VSP administrator specified for retention in the Policies portlet on the Administration page.

Activities that failed to send emails can include information returned from the SMTP server about the problem.

To view an activity, select the Details action for the activity in the Subscription Activity portlet on the Subscriptions page.

Disabling and enabling a subscription

To prevent VSP from performing action when events defined to a subscription occur, you can disable the subscription. You can do this any time you want to suspend

automatic checking, such as before performing a switch or performing system maintenance. The disabled subscription remains available and can be enabled when needed.

Do the following from the Subscriptions page:

1. In the Subscriptions portlet do one of the following:
   - Select the Disable action for a subscription.
   - Expand the Disabled Subscriptions list at the bottom of the portlet. Then select the Enable action for a subscription.
2. On the resulting dialog, click OK.

CHAPTER 9 Customizing

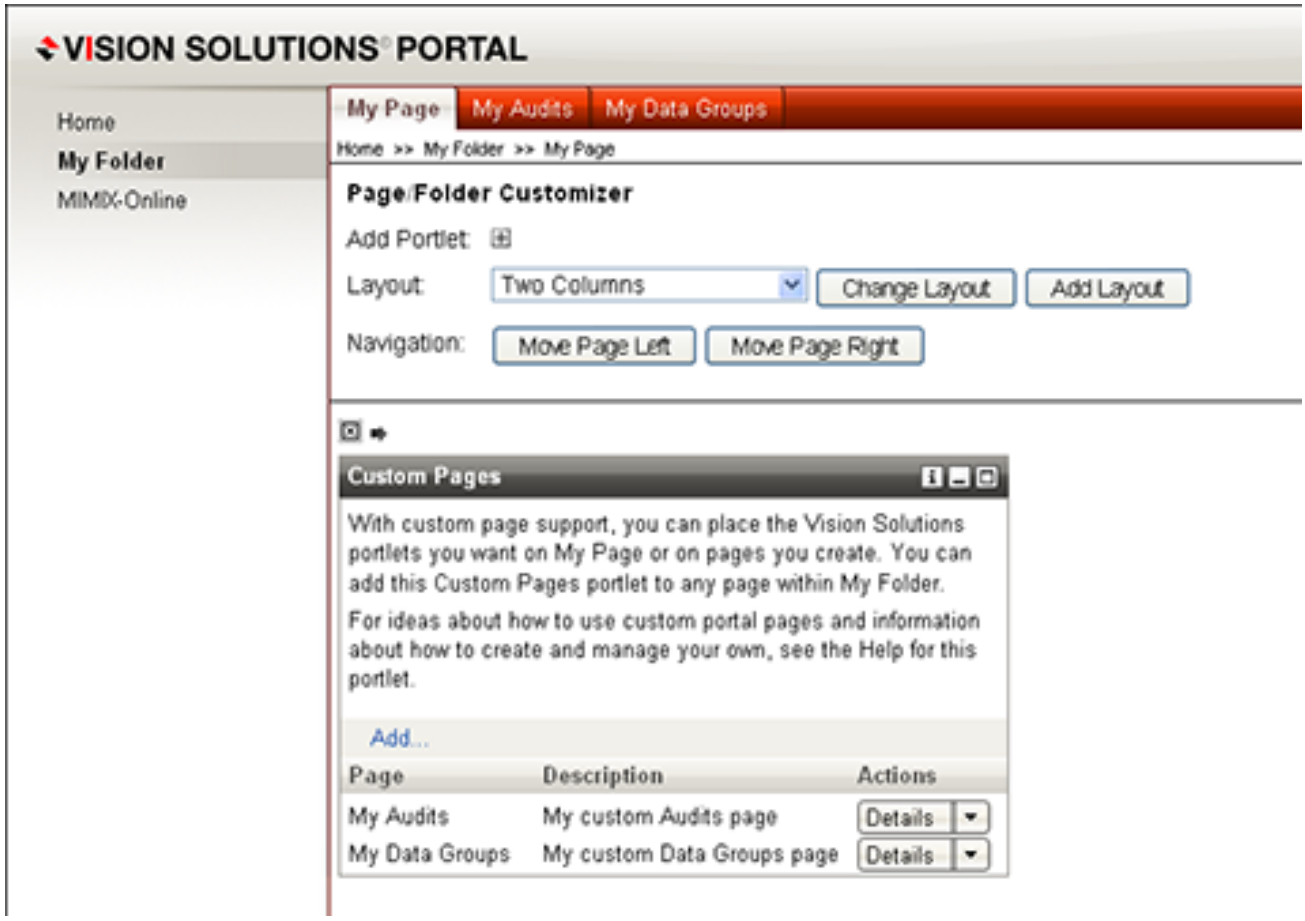
The custom folder, My Folder, appears in the navigation area directly below the Home folder. My Folder ships with one page, My Page. You can customize My Page, as well as any pages that you add to My Folder, with portlets from multiple instances or multiple Vision Solutions products to create customized views of your enterprise.

Customizing activities are performed through the Custom Pages portlet and through the page edit support available on pages within My Folder. Figure 4 shows an example of the Custom Pages portlet on My Page when page edit support has been accessed.

The following topics describe how to customize My Folder:

- "Customizing the portlets in My Folder" on page 80
- "Managing pages in My Folder" on page 82
- "Customizing page layouts in My Folder" on page 83

Figure 4. Example of My Page, shown in Edit mode.

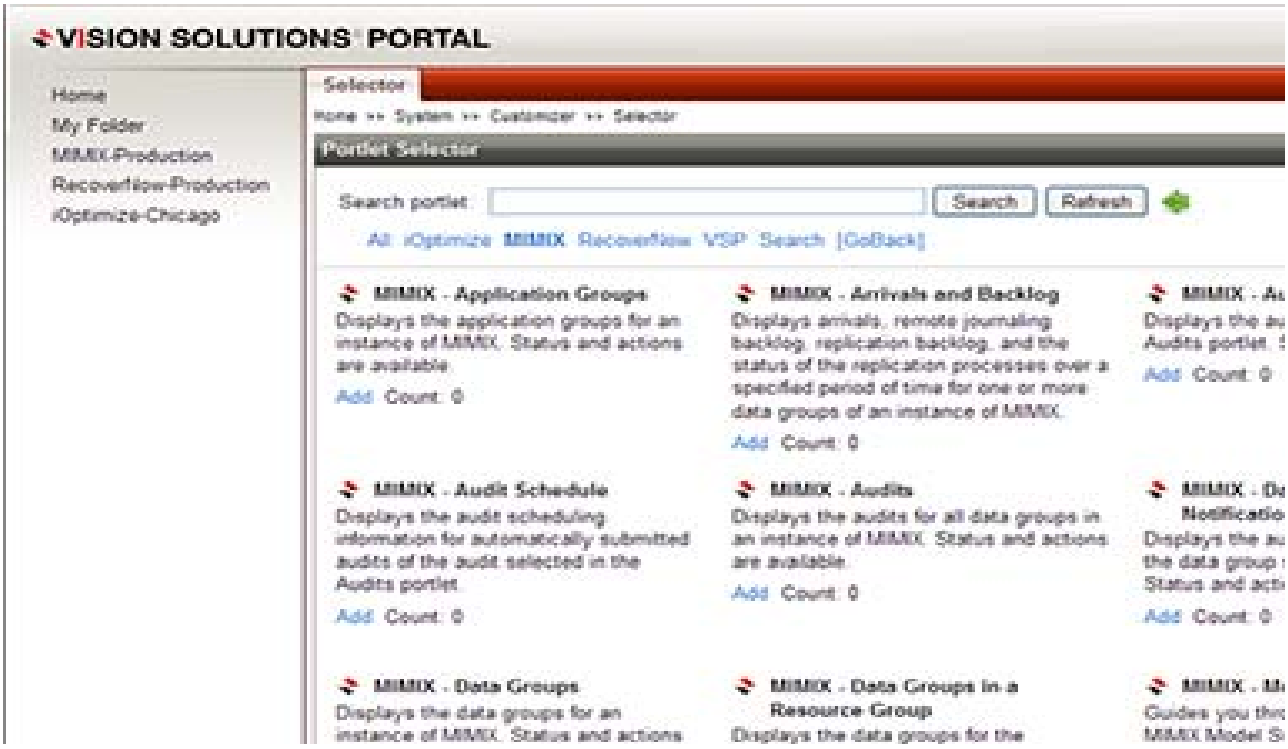

VISION SOLUTIONS PORTAL
Home
My Folder
MIMIX-Online
My Page
My Audits
My Data Groups
Home >> My Folder >> My Page
Page/Folder Customizer
Add Portlet:
Layout:
Two Columns
Change Layout
Add Layout
Navigation:
Move Page Left
Move Page Right
Custom Pages
With custom page support, you can place the Vision Solutions portlets you want on My Page or on pages you create. You can add this Custom Pages portlet to any page within My Folder.
For ideas about how to use custom portal pages and information about how to create and manage your own, see the Help for this portlet.
Add...
Page
Description
Actions
My Audits
My custom Audits page
Details
My Data Groups
My custom Data Groups page
Details

Customizing the portlets in My Folder

When initially created, pages within My Folder do not contain any portlets. You add the portlets you want to see to the page within the context of a layout. Each page has a default layout that provides a framework for organizing portlets.

The page edit support for pages within My Folder provides the ability to add or remove portlets and move their position on the page. These activities are performed in the Page/Folder Customizer section of a page's edit mode.

Figure 5. Example of Portlet Selector showing two portlets ready to be added.



Adding a portlet

Portlets are added to a page using the Page/Folder Customizer for the page layout. Each layout on a page has its own Page/Folder Customizer through which you access the Portlet Selector.

The Portlet Selector provides descriptions of portlets for the available portal applications that are installed. You can select a product name to see its portlets or search for a portlet by keyword.

A portlet whose description indicates the information displayed is for a selection made in a different portlet is subordinate to the referenced portlet. If you select a subordinate portlet, you also need to select its referenced controlling portlet to place on the same page.

To add a portlet, do the following:

1. Select My Folder in the navigation area.
2. Select the page you want to change.
3. Click the Edit icon in the top right corner of the page.

   The Page/Folder Customizer fields appear. If you see more than one occurrence of the Page/Folder Customizer, the page has multiple layouts.
4. Click the Add Portlet button in the layout you want. The Portlet Selector displays.
5. Locate the portlets you want to add. Click the Add link at the lower left of a portlet description. Clicking more than once will add multiple copies of the portlet.
6. When you have selected all the portlets you want, click the green arrow at the top of the page.
7. To return to normal mode, click the View icon in the top right corner of the page.

Moving a portlet

A portlet can only be moved within its current layout. Moving a portlet from one layout area to another layout requires that you remove the portlet from one layout and add it to the desired layout.

When multiple portlets are embedded in the same layout, you can rearrange them relative to each other in these ways:

- A portlet can be moved up or down.
- When a portlet resides within a multi-column layout you can move it left or right.

To move a portlet, do the following:

1. Select My Folder in the navigation area.
2. Click the Edit icon in the top right corner of the page.
3. Click the appropriate arrow, , near the upper left corner of the portlet that points in the direction you want to move the portlet.
4. To return to normal mode, click the View icon in the top right corner of the page.

Removing a portlet

1. Select My Folder in the navigation area.
2. Click the Edit icon in the top right corner of the page.
3. Click the Remove Portlet icon near the upper left corner of the portlet you want to remove.
4. To return to normal mode, click the View icon in the top right corner of the page.

Managing pages in My Folder

The Custom Pages portlet provides the ability to add, delete, and rename pages within My Folder. Initially, the Custom Pages portlet is located on My Page within My Folder. You can also add the portlet to pages you create.

You can also change the order of pages in My Folder using the page edit support.

Adding a page

To add a custom page to My Folder, do the following:

1. Select My Folder in the navigation area.
2. Locate the Custom Pages portlet. Initially, this is located on My Page. If the portlet has been removed, add it to the page.
3. Click Add. The Add Page dialog opens.
4. Specify values for the Name and Description fields.

Note: The following characters are not allowed: backslash (\), forward slash (/), colon (:), asterisk (*), question mark (?), double quotation mark (“), less than (<), greater than (>), or period (.).

5. Click OK.

Renaming a page

To rename a page within My Folder, do the following:

1. Select My Folder in the navigation area.
2. Locate the Custom Pages portlet. Initially, this is located on My Page. If the portlet has been removed, add it to the page.
3. Locate the page you want from the list in the Custom Pages portlet. Then select the Rename action.

   The Rename Page dialog appears showing the selected page.
4. Specify a new name for the page and click OK.

Note: The following characters are not allowed: backslash (\), forward slash (/), colon (:), asterisk (*), question mark (?), double quotation mark (“), less than (<), greater than (>), or period (.).

Changing the page order

To change the order in which pages within My Folder appear, do the following:

1. Select My Folder in the navigation area.
2. Select the page that you want to move.
3. Click the Edit icon in the top right corner of the page.

4. Click Move Page Left or Move Page Right to change the order of the current page. The page moves one position in the selected direction.
5. To return to normal mode, click the View icon in the top right corner of the page.

Deleting a page

When only one page is present, it cannot be deleted.

To delete a page within My Folder, do the following:

1. Select My Folder in the navigation area.
2. Locate the Custom Pages portlet. Initially, this is located on My Page. If the portlet has been removed, add it to the page.
3. Locate the page you want from the list in the Custom Pages portlet. Then select the Delete action.

   The Delete Page dialog appears showing the selected page.
4. Click Delete.

Customizing page layouts in My Folder

Layouts provide a framework for organizing portlets on a page. Each page has a default layout. You can customize the layouts used on My Page or on pages you create within My Folder so that you can position portlets above, below, or adjacent to one another. A variety of layouts are available to choose from.

One example of using multiple layouts is to put a controlling portlet in one column layout and beneath it use a multiple column layout to place its subordinate portlets.

You can change an existing layout, add layouts to a page, move a layout within a page, or remove a layout. These activities are performed in the Page/Folder Customizer section of the page's edit mode.

Adding a layout

To add an additional layout to a page in My Folder, do the following:

1. Select My Folder in the navigation area.
2. Select the page you want to change.
3. Click the Edit icon in the top right corner of the page.

   The Page/Folder Customizer fields appear. If you see more than one occurrence of the Page/Folder Customizer, the page has multiple layouts.
4. Select a layout from the Layout drop-down list and click Add Layout.

   New layouts are always embedded inside the existing layout.
5. To return to normal mode, click the View icon in the top right corner of the page.

Changing the format of a layout

To change the format of an existing layout on a page in My Folder, do the following:

1. Select My Folder in the navigation area.
2. Select the page you want to change. Then click the Edit icon in the top right corner of the page.
3. Select a layout from the Layout drop-down list in the corresponding Page/Folder Customizer section. Then click Change Layout.

   Changing the layout will rearrange the portlets depending on the new layout.
4. To return to normal mode, click the View icon in the top right corner of the page.

Moving layouts

When multiple layouts are embedded together, they can be rearranged in relationship to each other. A layout can be moved up or down, and when embedded within a multi-column layout, it can be moved left or right.

Note: Embedded layouts cannot be moved between layouts, they can only be added or removed from a layout.

To move a layout, do the following:

1. Select My Folder in the navigation area.
2. Select the page you want to change. Then click the Edit icon in the top right corner of the page.
3. Click the appropriate arrow near the upper left corner of the Page/Folder Customizer section for the layout you want to move.
4. To return to normal mode, click the View icon in the top right corner of the page.

Removing a layout

The main, default layout cannot be removed, but you can remove any layout embedded within it. When a layout is removed, the portlets inside it are also removed from the page.

To remove an embedded layout, do the following:

1. Select My Folder in the navigation area.
2. Select the page you want to change. Then click the Edit icon in the top right corner of the page.
3. Click the box in the upper left corner of the corresponding Page/Folder Customizer for the layout you want to remove.
4. To return to normal mode, click the View icon in the top right corner of the page.

Using the IBM Flex System Event Log portlet

You can integrate monitoring other aspects of your environment from within Vision Solutions Portal (VSP). The IBM Flex System Event Log portlet provides access from within VSP to events normally displayed in the IBM Flex System Manager or the IBM Systems Director Manager. Event text, status, and details are displayed directly from the server.

This portlet can be configured to connect to a server and access events for a specified resource group. Events for any resource to which you have authority to view on the IBM server can be displayed in the portlet.

After the portlet is configured and you are logged into the IBM server, you can display details for any event.

Requirements: To use this portlet, you need:

- A valid user ID and password for the IBM server
- The server IP address or host name and port number
- An existing resource group name

More information: For information about the servers, configuring resource groups, and events, see these web sites:

- IBM Flex System Information Center
- IBM Systems Director 6.3 Information Center

Configuring the IBM Flex System Event Log portlet

The IBM Flex System Event Log portlet is only available on custom portal pages in My Folder. To use this portlet, do the following:

1. Add the IBM Flex System Event Log portlet to a page in My Folder.
   a. Select My Folder in the navigation area, then select the page where you want to add the portlet.
   b. Click the Edit icon in the top right corner of the page. The Page/Folder Customizer fields appears.
   c. Click the Add Portlet button. The Portlet Selector displays.
   d. Select VSP, then locate the IBM Flex System Event Log portlet. Click the Add link at the lower left of the portlet description. Clicking more than once will add multiple copies of the portlet.
   e. Click the green arrow at the top of the page.
   f. Click the View icon in the top right corner of the page.
2. Identify the server to which you want the portlet to connect.

a. Click the Edit icon in the top right corner of the IBM Flex System Event Log portlet.

b. Specify a valid IP or host name for the IBM Flex System address.

c. Specify the port for remote connection to the server.

d. Click Save.

3. Identify the resource group for which to display events.

a. Click Log In. Specify your log in credentials in the Log In dialog.

b. Select the group for which you want to display events.

c. Click Save.

Changing what is displayed in the IBM Flex System Event Log portlet

To display events for a different resource group, do the following:

1. Click the Edit icon in the top right corner of the IBM Flex System Event Log portlet.
2. To connect to a different server or use a different port, do the following

a. If necessary, click Log Out.

b. Specify a new value for the server address or for the port for the remote connection.

c. Click Log In.

3. To display events for a different resource group, do the following

a. If necessary, click Log In.

b. Select the group for which you want to display events.

4. Click Save.

Accessing the IBM Flex System Manager user interface

If you need to, you can access the IBM Flex System Manager or the IBM Systems Director.

From the IBM Flex System Event Log portlet, or the Event Details dialog, click on the address displayed in the IBM Flex System server field.

CHAPTER 10 Troubleshooting

The following topics provide troubleshooting information necessary once Vision Solutions Portal is up and running in your environment:

- “Troubleshooting possible error conditions” on page 88
- “Troubleshooting with log files” on page 94

Troubleshooting possible error conditions

Errors may occur when you attempt to start Vision Solutions Portal. Use the following guidelines to troubleshoot and correct problems if they arise:

- “Cannot access URL” on page 88
- “Port not available” on page 88
- “Locks on files during upgrades - IBM i” on page 89
- “Disabling pop-up blockers” on page 90
- “HTTP 404 file not found” on page 90
- “Unable to log in - IBM i” on page 91
- “Access denied to VSP server commands - Windows” on page 92
- “Setting the browser date format” on page 92

Cannot access URL

The default protocol for the VSP server connection is HTTP. The server can be changed to require a secure (SSL) connection using HTTPS.

If you attempt to access the VSP server using the wrong protocol, you may see a variety of issues depending on your browser, such as these:

- If HTTP is configured and you try to connect using HTTPS you may see:
  - A “Connecting...” indicator that does not connect
  - Text indicating a connection problem or “cannot display the web page”
  - The browser may eventually display: 'Error 107 (net::ERR_SSL_PROTOCOL_ERROR)”
- If HTTPS is configured and you try to connect using HTTP, you may see a blank page or the browser may attempt to download a certificate file.

Port not available

You may have a conflict with the local port number when:

- Vision Solutions Portal appears to start but your browser indicates that the page is not available.

- The following message appears in the Vision Solutions Portal log files (located at /visionsolutions/http/vsisvr/httpsvr) which indicate the port is in use:

  SEVERE: StandardServer.await: create[55589]: java.net.BindException: The socket name is already in use.

- On an IBM i platform, you receive error message LVE0902 in the job log after attempting to start Vision Solutions Portal or changing the port number to a port that is already active or being listened to.

Use the following procedures to determine if the port triplet that you wish to use is available.

Port not available - IBM i

1. Enter the following command to display the Work with TCP/IP Connection Status screen:

   ```
   NETSTAT OPTION(*CNN)
   ```

2. Press F14 to display the port numbers currently being used.

   The port number you wish to use should not appear in the *Local Port* column. If the port number or the next two consecutive port numbers that you wish to use appear in the *Local Port* column, choose another port and change it using “Changing the port for VSP server - IBM i” on page 32.

Port not available - AIX

To determine which ports are currently in use on the AIX local system, do the following:

From the command line, type **`netstat -an`**

The port numbers in use are displayed. If port numbers 8410, 8411, and 8412 are in use by another job or application, use the instructions in “Changing the port for VSP server - AIX” on page 38.

Port not available - Windows

To determine which ports are currently in use on the Windows system, do the following:

From the command line type: **`netstat -an`**

The port numbers in use are displayed. If port numbers 8410, 8411, and 8412 are in use by another job or application, use the instructions in “Changing the port for VSP server - Windows” on page 44.

Locks on files during upgrades - IBM i

On an IBM i server, upgrades to your Vision Solutions Portal product will fail if there is a lock on a file. Locks are often caused by users who have not logged out of the Vision Solutions Portal correctly by clicking the Log Out button in the interface.

To remove locks on files, do one of the following:

- Log out of the Vision Solutions Portal by clicking Log Out.
- End the Vision Solutions Portal server by entering the following on a command line:

  `VSIOO1LIB/ENDVSISVR`

Note: Ending the Vision Solutions Portal server logs everyone out.

- End the job that contains the file locks by doing the following:

  a. On a command line, enter the following:

  `WRKOBJLCK OBJ(`*`install_name/file_name`*`) OBJTYPE(*FILE)`

  b. Next to the job you want to end, enter **4** (End job).

Disabling pop-up blockers

If secondary Vision Solutions Portal windows, online help, or other pop-ups fail to open on the client, you must disable the pop-up blocking software that is causing the problem. Many browsers, search engines, and third-party software programs are designed to prevent pop-up windows from opening on your PC. Table 11 provides information for disabling pop-up blockers in common applications.

Table 11. How to disable pop-up blockers

Browser	Process
Internet Explorer	To disable pop-up blocking in Internet Explorer, do the following: 1. From the browser menu, select **Tools**. 2. Select **Pop-up Blocker**. 3. Select **Pop-up Blocker Settings…**. The Pop-up Blocker Settings dialog box appears. 4. In the Address of Web site to allow text box, type ***system_name*:8410**. **Note:** If you changed the default port number, replace 8410 with your port number. 5. Click **Add**. 6. Click **Close**.
Firefox	Firefox prevents pop-up windows from opening by default. You can deselect this option to disable pop-up blocking on all sites, or you can add one or more websites for which to disable pop-up blocking. For instructions, see the browser's online help or http://support.mozilla.com/en-US/kb/Options+window+-+Content+panel.
Third-party pop-up blockers	For other pop-up blocking software, you can specify that only unrequested pop-ups are blocked, or you can specify that your Vision Solutions Portal server is handled as a pop-up blocking exception by listing ***system_name:port_number*** (the default port number is 8410) as an allowed website. The help included with your third-party pop-up blocking software should provide explicit instructions.

HTTP 404 file not found

If your browser sends an “HTTP 404 file not found” error message after you have started your Vision Solutions Portal server and attempted to access the Vision Solutions Portal, do one of the following:

Check the URL

1. Make sure the Vision Solutions Portal URL appears correctly in your browser. The URL to start Vision Solutions Portal is:

   `http://server:port`

   If the VSP server has been changed to use SSL, the URL is:

   `https://server:port`

   Note: You may want to bookmark this URL for future reference.

2. The *server* should be the IP address or host name of the node on which Vision Solutions Portal is running. The variable port number is the port you have assigned to Vision Solutions Portal. The default port number is 8410.

Make sure Vision Solutions Portal is running - IBM i

If VSP is installed on an IBM i platform, do the following:

1. Ensure that the QHTTPSVR subsystem is active.
2. On a command line, enter the following:

   `WRKACTJOB JOB(VSISVR)`

3. Do one of the following:
   - If the VSISVR job is not found, start Vision Solutions Portal. See “Starting the VSP server - IBM i” on page 31.
   - If the VSISVR job is active, check the log files in the IFS for the problem. See “Troubleshooting with log files” on page 94.

Make sure Vision Solutions Portal is running - AIX

If VSP is installed on an AIX platform, do the following to display the server status and the beginning port:

From the command line, type **`rtvvsisvr`**

Make sure Vision Solutions Portal is running - Windows

If VSP is installed on an AIX platform, do the following to display the server status and the beginning port:

From the command line, type **`rtvvsisvr`**

Unable to log in - IBM i

For VSP to connect with the IBM i server, the IBM i host servers must be running. To start the servers, use the command: **`STRHOSTSVR SERVER(*ALL)`**

Other common reasons why you may not be able to log in to VSP on an IBM i platform include:

- The IP address associated with the portal connection is not correct or is not active.

- The user profile associated with the portal connection is not correct.
- The host name or IP address referenced in a portal connection does not resolve correctly on the node where VSP is running. The address must be available from the node where VSP is running.
- A setting for the user profile is preventing the log in request from being processed. One of the following settings for the user profile is not correct or the associated object does not exist: current library (CURLIB), job description (JOBD), message queue (MSGQ), output queue (OUTQ).
- A host server exit program is preventing the user from logging in. Host server exit programs allow system administrators to control which activities a client user is allowed to perform on each of the specific servers. To work with host server exits, see the Work with Registration Info (WRKREGINF) command.

Access denied to VSP server commands - Windows

Depending on your User Account Control settings, VSP server commands may fail with access denied messages when attempting to run VSP server commands from a command prompt on a Windows 7 or Windows 2008 server.

This can occur when the command prompt window does not have the elevated privileges needed to run the command. Your User Account Control (UAC) settings may not provide administrative privileges in a command prompt even when you belong to the Administrators group.

To open a command prompt with administrative privileges, do the following:

1. Click the Start menu.
2. Point to All Programs, then Accessories.
3. Right-click Command Prompt.
4. Click Run as administrator.
5. Run the VSP command from the resulting command prompt window.

Setting the browser date format

Vision Solutions Portal uses the default date format (mm/dd/yy for the United States) set up for your browser. If you live outside the United States, you may want to set up your browser to correctly display the date format for your country, such as dd/mm/yy. Vision Solutions Portal uses the locale of the VSP server if the date format you specify is not supported. If your browser does not support the locale of the server, dates are displayed in dd/mm/yy format. Table 12 provides information for setting the browser date format in supported browsers.

Note: You will need to log out then log into Vision Solutions Portal for any of these changes to occur.

Table 12. How to set the browser date format for supported browsers

Browser	Procedure
Internet Explorer	To set the browser date format, you must add your language to the list of languages. Do the following: 1. From the browser menu, select **Tools**. 2. Select **Internet Options...**. The Internet Options dialog box appears. 3. Select the **General** tab. The General tab appears. 4. Select **Languages…**. The Language Preference dialog box appears. 5. If your language does not appear in the list, click **Add...**. The Add Language dialog box appears. 6. Select your language from the list and click **OK**. The language appears in the Language Preference dialog box. 7. Select your language and click **Move Up** so it appears at the top of the list. 8. Click **OK**. 9. In the Internet Options dialog box, click **OK**.
Firefox	To set the browser date format in Mozilla Firefox, you must add your language to the list of languages. Do the following: 1. From the browser menu, select **Tools**. 2. Select **Options...**. The Options dialog box appears. 3. Select the **Content** icon. 4. In Languages, click **Choose**. The Languages dialog box appears. 5. If your language does not appear in the list, select a language from the **Select a language to add...** drop-down menu, then click **Add**. The language appears in the Languages dialog box. 6. Select your language and click **Move Up** so it appears at the top of the list. 7. Click **OK**. 8. In the Options dialog box, click **OK**.
Chrome	To set the browser date format in Chrome, do the following: 1. From the browser menu, select **Tools**. 2. Select **Options**. 3. Select **Under the Hood**. 4. In the Web Content area, select **Language and Spellchecker settings**. 5. The Language dialog opens. To add a language to the list, click **Add**. Then select the language you want. 6. If the language you want is listed, select it and drag it to the top of the list.
Safari iPad	To set the browser date format in Safari iPad, do the following: 1. Select **Settings**. 2. Select **General**. 3. Select **International**. 4. Select **Language**. 5. Select the language you want and move it to the top of the list.

Troubleshooting with log files

By default, Vision Solutions Portal and portal applications create error and information log files on your server node in the location indicated in Table 13. Typically, these log files are the first place to look when troubleshooting a problem with the server.

Log files are set to wrap at 10 MB.

To view the error and information log files, do the following:

1. Access the logs in the location for the platform and node on which VSP is installed.
2. Check the indicated logs for VSP and your portal applications.

   Table 14 shows the order in which to check logs for VSP.

   Table 15 shows the logs for supported portal applications.

Table 13. Location of log files on each server platform

VSP Platform	Log File Location
IBM i	`/visionsolutions/http/vsisvr/httpsvr/logs` Use the WRKLNK command to access the logs in this IFS directory on this platform. Then use option 5 next to a log file to view it.
AIX	`/opt/visionsolutions/http/vsisvr/httpsvr/logs`

Windows	`C:\Program Files\VisionSolutions\http\vsisvr\httpsvr\logs`
	or
	`C:\Program Files (x86)\VisionSolutions\http\vsisvr\httpsvr\logs`

Table 14. VSP log files

Log Files, listed in order to check	
1. Vision.log	
2. Jetspeed.log	
3. catalina.yyyy-mm-dd.log (time changes within the log name)	
4. Logs associated with starting and ending the VSP server (strvsisvr and endvsisvr commands).	
IBM i platform For level 2.0.07.00 or higher: - VSISVR_STDOUT.LOG - VSISVR_STDERR.LOG For earlier levels: - SBMSTARTSTDERR.txt - SBMSTARTSTDOUT.txt - ENDVSISVRSTDERR.txt - ENDVSISVRSTDERR.txt	AIX or Windows platforms For level 2.0.07.00 or higher: - vsisvr_stdout.log - vsisvr_stderr.log For earlier levels: not available

Table 15. Log files for portal applications

Log Files	**Comments**
MIMIX® Availability™	
mimix-pa.log mimix-sa.log	For general errors and exceptions from the MIMIX portal application and its supporting services.
mimix-queue.log	For diagnosing status problems. Contains errors that occur while processing data received from the MIMIX product.
iOptimize™	
ioptimize-pa.log ioptmize-sa.log	For general errors and exceptions from the iOptimize™ portal application and its supporting services.
MIMIX® Director™	
director-pa.log director-sa.log	For general errors and exceptions from the MIMIX Director portal application and its supporting services.
RecoverNow	
recovernow-pa.log recovernow-sa.log	For general errors and exceptions from the RecoverNow portal application and its supporting services.
recovernow-client.log	Logs interaction between the portal application and the RecoverNow product node.

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